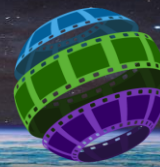


- 4 team stages
- A positive response to customers
- Abusive customers
- Accepting Praise
- Acknowledge customer contact
- Active listening
- Adding value
- Agile Scrums
- Agile Sprints
- Amygdala hijack
- Apologising for delays
- Appreciation in the workplace
- Assertive behaviour
- Avoiding escalations
- Asking for the business
- Baby boomers
- Bad news, Good news
- Being assertive
- Being likeable through empathy
- Being polite
- Being present
- Being Resilient
- Boosting confidence
- Building rapport
- Business cases & ROI
- Calming anxiety in the moment
- Calming upset customers (sorry, Glad, Sure)
- Changing people's behaviour
- Choose your attitude
- Coaching the individual
- Collaboration
- Collecting debt
- Coping under fire on the front line
- Courageous conversations
- Customer effort
- Customer service recovery
- Daily team huddle
- Dealing with a silent colleague or customer
- Dealing with aggressive staff members
- Dealing with anxiety and stress
- Dealing with bad attitudes
- Dealing with change
- Dealing with criticism
- Dealing with know-it-all customers
- Dealing with non-stop talking customers
- Dealing with rude people
- Decision making
- Defusing anger (CALM)
- Defusing angry customers
- Delegation
- Do it right the first time
- Dove personality type
- Eagle personality type
- Emailing different age groups
- Emotional intelligence
- Employee engagement
- Effective training rooms
- Effective training programmes
- Email tips
- ESOL - English as a 2nd language
- Features & benefits
- Fish! Philosophy
- Fist to Five consensus technique
- Forming teams
- Formula for change
- Four 'P's of the voice
- Generation X
- Generation Y
- Generation Z
- Giving Activity Instructions
- Giving feedback (DESCCO)
- Giving positive feedback (SBI)
- Goal setting (SMART)
- Great customer service tips
- Great meetings
- GROW model for coaching
- Handling difficult customers (LAST)
- Handling Objections (feel, felt, found)
- Having fun



Health & safety – employee responsibility

How to say no nicely

How to say no nicely to a customer

How to say sorry

Indifference

Influencing others

Internal Customer Service

KPIs

Leading in a VUCA world

Listening skills

Live Chat Tips – Webchat

Make their day

Managing conflict

Managing information

Managing interruptions

Managing persistent lateness

Managing Stress

Managing your boss

Managing your response

Micro aggressions

Mindfulness

Moments of truth

Negotiation skills

No Blame Apology

No Excuses Leadership

Norming teams

Objection handling tips

Offering a solution

Open & closed questions

Outbound calling

Overcoming Procrastination

Overcoming sales objections

Overcoming Umms and Uhhs

Owl personality type

Ownership & accountability

Paying attention in meetings

Peacock personality type

Performing teams

Permission to ask questions

Personality Types

Pomodoro Technique

Positive affirmation

Positive first impressions

Powerful Questions

Problem solving

Professional Emails

Professional telephone greeting

Project management

Questioning skills

R U Ok?

Reducing stress

Remembering more

Resilience tips

Resolving arguments

Responding to a bully at work

Responding to negativity

Sales objections handling

Service based selling

Showing empathy

Slowing down your speech

Social media management

Storming teams

Stress response (Fight, Flight, Freeze)

Taking ownership

Team productivity

Telephone hold techniques

Telephone transfers

Thinking on your feet

Tone of voice

Traditionalists

Transitioning out of lockdown or change

Understanding conflict

Value led sales conversations

Verbal holding

Video call etiquette

Vision, mission and values

Voice intonation

Vulnerable customers

Walking meetings

Working from home effectively

Working from home – Leaders tips

Workplace bullying