



## Videos (10 Minute)

Module 1: Customer service excellence

Module 2: Answering the telephone

Module 3: Managing customer needs

Module 4: Questioning skills

Module 5: Learning & delivery styles

Module 6: Introduction to selling

Module 7: Handling conflict

Module 8: Giving Instructions in the workplace

Module 10: Being assertive

Module 11: Managing time

Module 12: Difficult customer types

Module 13: Dealing with stress

Module 14: Communication skills

Module 15: Difficult customer techniques

Module 16: Listening skills

Module 20: Cultural awareness

Module 21: Personal grooming

Module 22: Taking Initiative

Module 26: Difficult conversations

Module 30: Dealing with change

Module 31: Call control

Module 33: Showing empathy

Module 34: Negotiation skills

Module 35: Being resilient

Module 36: Thinking on your feet

Module 37: Award winning telephone techniques Pt1

Module 37: Award winning telephone techniques Pt2

Module 41: Positive first impressions

Module 43: Health & Safety Basics

Module 54: Closing the sale

Module 56: Influencing skills

Module 60: Being productive

Module 62: Outbound calling

Module 63: Attitude

Module 65: Emotional intelligence

Module 67: Delegation

Module 68: Abusive customers

Module 72: Being a new leader

Module 77: Keeping your customers informed

Module 81: Customer service ADVANCED

Module 85: Managing social media

Module 88: Emotional clients & colleagues

Module 89: Fix the customer first

Module 90: Door to Door Sales

Module 91: Retail Sales

Module 92: Managing Difficult Trainees

