



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
Module 10: Being assertive
Module 11: Time management
Module 12: Difficult customer types
Module 13: Managing stress
Module 14: Communication skills
Module 15: Handling difficult customers
Module 16: Listening skills
Module 19: Problem solving
Module 20: Cultural awareness
Module 21: Personal grooming
Module 22: Taking Initiative
Module 24: Being part of a team
Module 26: Difficult conversations
Module 30: Dealing with change
Module 31: Telephone 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 42: Award winning emails
Module 43: Health & Safety Basics
Module 44: Giving & receiving feedback
Module 47: Know your business
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 69: Your personal brand
Module 72: Being a new leader
Module 77: Keeping your customers informed
Module 81: Advanced customer service
Module 82: Advanced difficult customers
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
Module 93: Service requests
Module 94: Sexual harassment at work

