



## Videos (10 Minute)

Abusive customers  
Advanced customer service  
Advanced difficult customers  
An introduction to contact centres  
Answering the telephone  
Attitude  
Award winning emails  
Award winning social media interactions  
Award winning telephone techniques Part 1  
Award winning telephone techniques Part 2  
Being a new leader  
Being assertive  
Being part of a team  
Being productive  
Being resilient  
Closing the sale  
Coaching for Change Part 1  
Coaching for Change Part 2  
Communication skills  
Cultural awareness  
Customer service excellence  
Dealing with change  
Delegation  
Difficult conversations  
Difficult customer types  
Door to Door Sales  
Emotional clients & colleagues  
Emotional intelligence  
Fix the customer first  
Giving & receiving feedback  
Giving Instructions  
Handling conflict  
Handling difficult customers  
Health & Safety Basics  
Influencing skills  
Introduction to selling  
Keeping your customers informed  
Know your business  
Learning & delivery styles  
Listening skills  
Managing customer needs  
Managing difficult trainees  
Managing social media  
Managing stress  
Negotiation skills  
Outbound calling  
Personal grooming  
Positive first impressions  
Problem solving  
Questioning skills  
Retail Sales  
Service requests  
Sexual harassment at work  
Showing empathy  
Taking Initiative  
Telephone call control  
Thinking on your feet  
Time management  
Your personal brand

