



Abusive customers	Developing training session plans	Managing customer needs
Advanced customer service	Difficult conversations	Managing difficult trainees
Advanced difficult customers	Difficult customer types	Managing social media
Answering the telephone	Door to door Sales	Managing stress
Attitude	Emotional clients & colleagues	Mindfulness
Award winning emails	Emotional intelligence	Negotiation skills
Award winning outbound calling	Employee engagement	Outbound calling
Award winning social media interactions	Fix the customer first	Pandemic awareness
Award winning telephone techniques Part 1	Giving & receiving feedback	Personal grooming
Award winning telephone techniques Part 2	Giving instructions	Positive first impressions
Being a new leader	Handling conflict	Problem solving
Being assertive	Handling difficult customers	Questioning skills
Being part of a team	Health and safety basics	Remote training sessions
Being productive	Health and wellness	Retail sales
Being resilient	High performing teams	Service requests
Closing the sale	Influencing skills	Sexual harassment at work
Coaching for change Part 1	Introduction to coaching	Showing empathy
Coaching for change Part 2	Introduction to contact centres	Taking Initiative
Communication skills	Introduction to selling	Telephone call control
Complaint handling	Keeping your customers informed	Thinking on your feet
Coping with redundancy	Know your business	Time management
Creativity and innovation	Leading remote teams	Training and learning outcomes
Cultural awareness	Learning & delivery styles	Treaty of Waitangi
Customer service excellence	Listening skills	Working with other departments
Dealing with change	Live chat etiquette	Working from home
Delegation		Workplace bullying
		Your personal brand