



## Training Module Available

### Modules

Absenteeism  
 Abusive customers  
 Answering the telephone  
 Attitude  
 Award winning telephone criteria  
 Being assertive  
 Being part of a team  
 Being polite  
 Being productive  
 Call Control  
 Closing the sale  
 Coaching (Introduction to)  
 Coaching for change  
 Communication skills  
 CRM Awards outbound criteria  
 Cultural awareness  
 Customer journey mapping  
 Customer service excellence  
 Customer service (ADVANCED)  
 Customer retention  
 Dealing with change  
 Dealing with emotional Clients  
 Dealing with stress  
 Decision making  
 Delegation  
 Difficult conversations  
 Difficult customer techniques  
 Difficult customer types  
 Difficult customers (ADVANCED)  
 Discretionary effort  
 Door to Door Sales

Dress codes  
 Effective business writing  
 Effective networking  
 Emails (award winning)  
 Emotional intelligence  
 Empathy  
 Employee engagement  
 First contact resolution  
 Fix the customer first  
 Giving instructions  
 Giving & receiving feedback  
 Handling conflict  
 Health and safety  
 Health and wellness  
 High performing teams  
 How to address personal hygiene issues  
 Influencing skills  
 Introduction to contact centres  
 Introduction to selling  
 Interviewing others  
 Interview techniques  
 Introduction to ROI  
 Keeping customers informed  
 Know your business  
 Learning and delivery styles  
 Learn to love complaints  
 Listening skills  
 Managing customers' needs  
 Managing difficult trainees  
 Managing returns  
 Managing your boss  
 Managing your time  
 Mind Mapping

Motivation by appreciation  
 Negotiation skills  
 Net promoter score (NPS)  
 New leaders and their teams  
 Personal brand  
 Personal grooming  
 Planning and holding meetings  
 Presentation skills  
 Problem solving  
 Professional webchat  
 Project management  
 Positive first impressions  
 Outbound calling  
 Questioning skills  
 Resilience  
 Retail Sales  
 Return on investment  
 Service requests  
 Social media management  
 Taking initiative  
 Telephone debt collection  
 Thinking on your feet  
 Training 101: Effective training sessions  
 Training 101: Environment  
 Training 101: Session plans  
 Training 101: Training & learning outcomes  
 Typing skills  
 Written debt collection  
 Workplace bullying

