



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 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
 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

