



Training Module Available

Modules

- Absenteeism
- Abusive customers
- Answering the telephone
- Attitude
- Award winning EMAILS
- Award winning telephone criteria
- Award winning social media interactions
- 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
- 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
- Sexual harassment at work
- 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

