



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