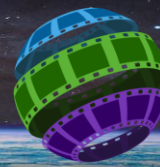


- 4 team stages
- A positive response to customers
- Abusive customers
- Accepting Praise
- Acknowledge customer contact
- Active listening
- Adding value
- Agile Scrums
- Agile Sprints
- Amygdala hijack
- Apologising for delays
- Appreciation in the workplace
- Asking for the business
- Assertive behaviour
- Avoiding escalations
- Baby boomers
- Bad news, Good news
- Being a great meeting participant
- Being assertive
- Being likeable through empathy
- Being polite
- Being present
- Being Resilient
- Better decision making
- Boosting confidence
- Building rapport
- Business cases & ROI
- Call evaluations
- Calming anxiety in the moment
- Calming upset customers (sorry, Glad, Sure)
- Changing people's behaviour
- Choose your attitude
- Coaching the individual
- Cognitive Load
- Collaboration
- Collecting debt
- Coping under fire on the front line
- Critical thinking
- Courageous conversations
- Customer effort
- Customer service recovery
- Daily team huddle
- Dealing with a silent colleague or customer
- Dealing with aggressive staff members
- Dealing with anxiety and stress
- Dealing with bad attitudes
- Dealing with change
- Dealing with criticism
- Dealing with know-it-all customers
- Dealing with non-stop talking customers
- Dealing with rude people
- Decision making
- Defusing anger (CALM)
- Defusing angry customers
- Delegation
- Do it right the first time
- Dove personality type
- Eagle personality type
- Effective training programmes
- Effective training rooms
- Email tips
- Emailing different age groups
- Emotional intelligence
- Employee engagement
- Engaging remote staff
- ESOL - English as a 2nd language
- Features & benefits
- Fish! Philosophy
- Fist to Five consensus technique
- Forming teams
- Formula for change
- Four 'P's of the voice
- Generation X
- Generation Y
- Generation Z
- Giving Activity Instructions
- Giving feedback (DESCCO)
- Giving positive feedback (SBI)
- Goal setting (SMART)
- Great customer service tips
- Great meetings
- GROW model for coaching
- Handling difficult customers (LAST)
- Handling Objections (feel, felt, found)



- H.A.R.D. Goals
- Having fun
- Health & safety – employee responsibility
- How to say no nicely
- How to say no nicely to a customer
- How to say sorry
- Improving self-awareness
- Indifference
- Influencing others
- Internal Customer Service
- KPIs
- Leading in a VUCA world
- Listening skills
- Live Chat Tips
- Make their day
- Managing conflict
- Managing information
- Managing interruptions
- Managing persistent lateness
- Managing Stress
- Managing your boss
- Managing your response
- Micro aggressions
- Mindfulness
- Moments of truth
- Negotiation skills
- No Blame Apology
- No Excuses Leadership
- Norming teams
- Objection handling tips
- Offering a solution
- Open & closed questions
- Outbound calling
- Overcoming Procrastination
- Overcoming sales objections
- Overcoming Umms and Uhhs
- Owl personality type
- Ownership & accountability
- Pandemic awareness tips
- Paying attention in meetings
- Peacock personality type
- Performing teams
- Permission to ask questions
- Personality Types
- Pomodoro Technique
- Positive affirmation
- Positive first impressions
- Powerful Questions
- Problem solving
- Professional Emails
- Professional telephone greeting
- Project management
- Questioning skills
- R U Ok?
- Reducing stress
- Remembering more
- Resilience tips
- Resolving arguments
- Responding in communication
- Responding to a bully at work
- Responding to negativity
- Sales objections handling
- Service based selling
- Showing empathy
- Slowing down your speech
- Social media management
- Staying motivated working from home
- Storming teams
- Stress response (Fight, Flight, Freeze)
- Taking ownership
- Team productivity
- Telephone hold procedures
- Telephone techniques
- Telephone transfers
- Thinking on your feet
- Time batching
- Tone of voice
- Traditionalists
- Transitioning out of lockdown or change
- Understanding conflict
- Value led sales conversations
- Verbal holding
- Video call etiquette
- Vision, mission and values
- Voice intonation
- Vulnerable customers
- Walking meetings
- Working from home effectively
- Working from home – Leaders tips
- Workplace bullying