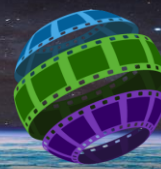


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|---|---|---|
| 4 team stages | Changing people's behaviour | Effective training programmes |
| A positive response to customers | Choose your attitude | Effective training rooms |
| Abusive customers | Coaching the individual | Email tips |
| Accepting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



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