



Modules, 10 minute videos & workbooks

Communication skills



Listening skills



Questioning skills



Being assertive



Difficult conversations



Showing empathy



Cultural awareness



Giving instructions



<u>Questioning skills</u>	<u>Being Assertive</u>	<u>Assertive behaviour</u>	<u>How to say no nicely</u>	<u>How to say no nicely to a customer</u>
<u>ESOL – Communicating when English is the second language</u>	<u>Giving feedback (DESCCO method)</u>	<u>Listening skills</u>	<u>Dealing with the non-stop talking customer</u>	<u>Overcoming Umms and Ahhs</u>
<u>Verbal Holding</u>	<u>Building rapport</u>	<u>Being polite</u>	<u>Dealing with criticism</u>	<u>Dealing with a silent colleague or customer</u>
<u>Tone of voice</u>	<u>Slowing down your speech</u>	<u>Permission to ask questions</u>	<u>Positive affirmation</u>	<u>Courageous conversations</u>
<u>How to say sorry</u>	<u>Collaboration</u>	<u>Active listening</u>	<u>Voice intonation</u>	

1 minute video refreshers & quick reinforcers

Months / Timeline for programme application

