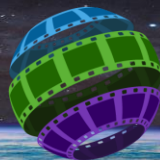




4 team stages	Courageous conversations	ESOL - English as a 2nd language
A positive response to customers	Customer effort	Features & benefits
Abusive customers	Customer service recovery	Fish! Philosophy
Accepting Praise	Daily team huddle	Fist to Five consensus technique
Acknowledge customer contact	Dealing with a silent colleague or customer	Forming teams
Active listening	Dealing with aggressive staff members	Formula for change
Adding value	Dealing with anxiety and stress	Four 'P's of the voice
Amygdala hijack	Dealing with bad attitudes	Generation X
Apologising for delays	Dealing with change	Generation Y
Assertive behaviour	Dealing with criticism	Generation Z
Attention in meetings	Dealing with know-it-all customers	Giving Activity Instructions
Avoiding escalations	Dealing with non-stop talking customers	Giving feedback (DESCCO)
Asking for the business	Dealing with rude people	Giving positive feedback (SBI)
Baby boomers	Decision making	Goal setting (SMART)
Bad news, Good news	Defusing angry customers	Great customer service tips
Being assertive	Delegation	Great meetings
Being likeable through empathy	Diffusing anger	GROW model for coaching
Being polite	Do it right the first time	Handling difficult customers (LAST)
Being present	Dove personality type	Handling Objections (feel, felt, found)
Being Resilient	Eagle personality type	Having fun
Boosting confidence	Emailing different age groups	Health & safety – employee responsibility
Building rapport	Emotional intelligence	How to say no nicely
Business cases & ROI	Employee engagement	How to say no nicely to a customer
Calming anxiety in the moment	Effective training rooms	How to say sorry
Calming upset customers (sorry, Glad, Sure)	Effective training programmes	Indifference
Choose your attitude	Email tips	Influencing others
Coaching the individual		Internal Customer Service
Collaboration		
Collecting debt		



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|------------------------------|---|----------------------------------|
| KPIs | Peacock personality type | Telephone transfers |
| Leading in a VUCA world | Performing teams | Thinking on your feet |
| Listening skills | Permission to ask questions | Tone of voice |
| Live Chat Tips – Webchat | Personality Types | Traditionalists |
| Make their day | Pomodoro Technique | Understanding conflict |
| Managing conflict | Positive affirmation | Value led sales conversations |
| Managing information | Positive first impressions | Verbal holding |
| Managing interruptions | Problem solving | Vision, mission and values |
| Managing persistent lateness | Professional Emails | Voice intonation |
| Managing Stress | Professional telephone greeting | Vulnerable customers |
| Managing your boss | Project management | Walking meetings |
| Managing your response | Questioning skills | Working from home – Leaders tips |
| Mindfulness | Reducing stress | Workplace bullying |
| Moments of truth | Remembering more | |
| Motivation by appreciation | Resilience | |
| Negotiation skills | Resolving arguments | |
| No Blame Apology | Responding to a bully at work | |
| No Excuses Leadership | Responding to negativity | |
| Norming teams | Sales objections handling | |
| Objection handling tips | Service based selling | |
| Offering a solution | Showing empathy | |
| Open & closed questions | Slowing down your speech | |
| Outbound calling | Social media management | |
| Overcoming Procrastination | Storming teams | |
| Overcoming sales objections | Stress response (Fight, Flight, Freeze) | |
| Overcoming Umms and Uhhs | Taking ownership | |
| Owl personality type | Team productivity | |
| Ownership & accountability | Telephone hold techniques | |