

Customer Service

Certificate		
Customer Service Management	Delivering Exceptional Customer Service	Interpersonal Skills
Tutorials		
Are You Really Listening?	Customer Service - Phrases to Avoid	How to Remember People's Names
Ask Better Questions	Delivering Fantastic Customer Service	Presenting Information Clearly
Be Confident!	Develop a Great Customer Service Attitude	The 7 C's of Great Communication
Become a Better Communicator Using the LAER Method	Great Telephone Customer Service	The Importance of Empathy
Boost Your Personal Impact	Handle Angry Callers with Confidence	Think on Your Feet
Competing Through Customer Service	How to be Assertive	Turn a Disgruntled Customer into a Loyal Fan - Effective Complaint Handling
Customer Retention Strategies	How to Build Rapport	WIIFM - Getting People to Listen
eBrief		
1. Understanding your Customer	Customer Relationship Management	Customer
2. Facing the Customer	Action	The Customer Centric Organisation
3. Making the Most of Customer Feedback	Customer Service on the Web	Understanding your Customer
About Customer Relationship Management	the Phone	

Sales

Certificate		
Interpersonal Skills	Introduction to Selling	
Tutorials		
6 Ways to Close a Sale	How to be Assertive	The Importance of Empathy
Are You Really Listening?	How to Build Rapport	The Rule of Three - The Secret to Successful Communication
Ask Better Questions	How to Make Small Talk	The Selling Cycle
Be Confident!	How to Remember People's Names	Think on Your Feet
Be Resilient!	Motivate Your Sales Team Without Spending Money	Turn a Disgruntled Customer into a Loyal Fan - Effective Complaint Handling
Bounce Back From Failure	Negotiating - A Game	Turning Business Cards into Business Relationships
Charisma - Developing the X Factor	Overcoming Sales Objections	WIIFM - Getting People to Listen
Developing a USP	Secrets of Persuasion	
Energise Your Selling Technique	The 4 P's of Marketing	
eBrief		
Closing a Sale	Sales Campaign Management	
Painless Selling for Non-Sales People	Using NLP within the language of Selling	