

### CHALLENGING CUSTOMERS

Abusive customers (1)  
Abusive customers (10)  
Advanced difficult customers (10)  
Calming upset customers (sorry, Glad, Sure) (1)  
Complaint handling (10)  
Coping under fire on the front line (1)  
Dealing with rude people (1)  
Defusing anger (CALM) (1)  
Defusing angry customers (1)  
Difficult customer types (10)  
Emotional clients & colleagues (10)  
Handling difficult customers (10)  
Handling difficult customers (LAST) (1)  
Managing threats of self-harm and suicide (10)  
Resolving arguments (1)



### COACHING SKILLS

Coaching for change Part 1 (10)  
Coaching for change Part 2 (10)  
Coaching the individual (1)

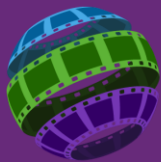
Giving feedback (DESCCO) (1)  
Giving & receiving feedback (10)  
GROW model for coaching (1)  
Introduction to coaching (10)  
People who take feedback badly (1)



### COMMUNICATION SKILLS

4 step communication journey (1)  
Active listening (1)  
Award winning emails (10)  
Baby boomers (1)  
Business storytelling (10)  
Business writing skills (10)  
Changing people's behaviour (1)  
Communication skills (10)  
Communicating under pressure (1)  
Courageous conversations (1)  
Dealing with a silent colleague or customer (1)  
Dealing with extroverts (1)  
Dealing with introverts (1)  
Dealing with know-it-all customers (1)  
Dealing with non-stop talking customers (1)  
Difficult conversations (10)  
Disarming a heated conversation (1)  
Dove personality type (1)  
Eagle personality type (1)  
Email tips (1)

Emailing different age groups (1)  
ESOL - English as a 2nd language (1)  
Four 'P's of the voice (1)  
Funnel questions (1)  
Generation X (1)  
Generation Y (1)  
Generation Z (1)  
Giving instructions (10)  
How to say no nicely (1)  
How to say sorry (1)  
Improving your communication (1)  
Intent and Impact (1)  
Leading questions (1)  
Listening skills (1)  
Listening skills (10)  
Open & closed questions (1)  
Overcoming Umms and Uhhs (1)  
Owl personality type (1)  
Peacock personality type (1)  
Persuasion skills (10)  
Professional emails (1)  
Questioning skills (1)  
Questioning skills (10)  
Personality types (1)  
Positive feedback (SBI) (1)  
Powerful phrases (1)  
Powerful questions (1)  
Responding in communication (1)  
Responding to negativity (1)  
Slowing down your speech (1)  
Tone of voice (1)  
Traditionalists (1)  
Voice intonation (1)



### CONFLICT AND NEGOTIATION

- Collecting debt (1)
- Debt collecting skills (10)
- Handling conflict (10)
- Managing conflict (1)
- Negotiation skills (1)
- Negotiation skills (10)
- Understanding conflict (1)



### CUSTOMER SERVICE

- A positive response to customers (1)
- Acknowledge customer contact (1)
- Adding value (1)
- Advanced customer service (10)
- An exceptional customer service experience (1)
- Apologising for delays (1)
- Bad news, good news (1)
- Being likeable through empathy (1)
- Being present (1)
- Building rapport (1)
- Customer effort (1)

- Customer experience (10)
- Customer retention (10)
- Customer service excellence (10)
- Customer service recovery (1)
- Customer Service Tip C.A.R.P. (1)
- Customer win back techniques (10)
- Fish! Philosophy (1)
- Fix the customer first (10)
- Great customer service tips (1)
- How to say no nicely to a customer (1)
- Indifference (1)
- Internal customer service (1)
- Keeping your customers informed (10)
- Know your business (10)
- Make their day (1)
- Managing customer needs (10)
- Moments of truth (1)
- No blame apology (1)
- Permission to ask questions (1)
- Positive affirmation (1)
- Positive first impressions (1)
- Positive first impressions (10)
- Proactive customer service (1)
- Service orientation (1)
- Showing empathy (1)
- Showing empathy (10)
- Vulnerable customers (1)



### HEALTH AND WELLNESS

- Creating a positive employee experience (1)

- Health and safety basics (10)
- Health & safety – employee responsibility (1)
- Health and wellness (10)
- Mental health recovery from the pandemic (10)
- Pandemic awareness (10)
- Pandemic awareness tips (1)
- Pandemic fatigue (10)
- Psychosocial health (10)
- Returning to the workplace (10)
- Transitioning out of lockdown or change (1)
- Understanding and managing burnout (10)



### HUMAN RESOURCES / EMPLOYMENT RELATIONS

- Avoiding unconscious bias (1)
- Coping with redundancy (10)
- Cultural awareness (10)
- Cybersecurity (10)
- Diversity, equity and inclusion (D.E.I.) (10)
- Effective performance reviews (10)
- Interviewing skills (10)
- Micro aggressions (1)
- Privacy Act (10)
- Responding to a bully at work (1)
- Sexual harassment at work (10)
- Staff retention (10)
- Treaty of Waitangi (10)
- Unconscious bias (10)
- Workplace bullying (1)



### Workplace bullying (10)



#### LEADERSHIP

Appreciation in the workplace (1)  
Appreciation in the workplace (10)  
Agile Scrums (1)  
Agile Sprints (1)  
Being a new leader (10)  
Business cases & ROI (1)  
Dealing with aggressive staff members (1)  
Dealing with bad attitudes (1)  
Delegation (1)  
Delegation (10)  
Emotional intelligence (1)  
Emotional intelligence (10)  
Employee engagement (1)  
Employee engagement (10)  
Great leadership initiatives (1)  
Great meetings (1)  
Keeping hold of good employees (1)  
Leading in a VUCA world (1)  
Managing your response (1)  
Managing persistent lateness (1)  
No excuses leadership (1)  
Planning & holding meetings (10)  
Project management (1)  
Project management (10)  
Reasons to hold a meeting (1)  
Vision, mission and values (1)



#### PERSONAL DEVELOPMENT

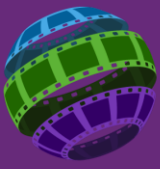
4 Step decision making process (1)  
Accepting praise (1)  
Assertive behaviour (1)  
Attention to detail (10)  
Attitude (10)  
Being assertive (1)  
Being assertive (10)  
Being flexible at work (1)  
Being world class in your field (10)  
Better decision making (1)  
Boosting confidence (1)  
Boosting your adaptability skills (1)  
Choose your attitude (1)  
Creativity and innovation (10)  
Critical thinking (1)  
Critical thinking (10)  
Curiosity and continuous learning (1)  
Dealing with change (1)  
Dealing with change (10)  
Dealing with criticism (1)  
Decision making (1)  
Discretionary effort (10)  
Do it right the first time (1)  
Emotional intelligence (EQ) at work (1)  
Formula for change (1)

### Goal setting (SMART) (1)

G.O.A.T. Goal setting framework (1)  
Growth mindset (10)  
H.A.R.D. Goals (1)  
Having fun (1)  
How to enjoy doing things you hate doing (1)  
Improving critical thinking (1)  
Improving self-awareness (1)  
Influencing skills (10)  
Influencing others (1)  
Motivating yourself to do things you don't want to do (1)  
Navigating the future: AI in the workplace (10)  
Ownership & accountability (1)  
Personal grooming (10)  
Personal mastery (1)  
Problem solving (1)  
Problem solving (10)  
Professional handshake (1)  
Remembering more (1)  
Reversing your BUTs (1)  
Successful networking (10)  
Tackling hard things (1)  
Taking initiative (10)  
Taking ownership (1)  
Thinking on your feet (1)  
Thinking on your feet (10)  
Your personal brand (10)







### REMOTE WORKING

- Engaging remote staff (1)
- Ergonomic home office setup (10)
- Health tips working from home (1)
- Leading remote teams (10)
- Remote training sessions (10)
- Staying motivated working from home (1)
- Video call etiquette (1)
- Working from home (10)
- Working from home effectively (1)
- Working from home - Leaders tips (1)



### SALES

- Asking for the business (1)
- Closing the sale (10)
- Consultative selling (10)
- Door to door sales (10)
- Features & benefits (1)
- Handling objections (feel, felt, found) (1)
- Introduction to selling (10)
- Objection handling tips (1)
- Offering a solution (1)
- Overcoming sales objections (1)
- Retail sales (10)
- Sales objections handling (1)
- Service based selling (1)
- Value led sales conversations (1)



### STRESS AND RESILIENCE

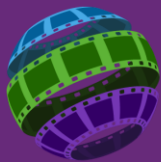
- 3 Steps to feeling less stressed (1)
- 4 Steps to being more resilient (1)
- Amygdala hijack (1)
- Being resilient (1)
- Building resilience (1)
- Calming anxiety in the moment (1)
- Dealing with anxiety and stress (1)
- Developing mental endurance (10)
- Managing stress (1)
- Managing stress (10)
- Mindfulness (1)
- Mindfulness (10)
- Reducing stress (1)
- Resilience (10)
- Resilience tips (1)
- R U Ok? (1)
- Strategies to stop a panic attack (1)
- Stress response (Fight, Flight, Freeze) (1)
- Tips to remain level-headed (1)
- Understanding and managing burnout (1)



### TELEPHONE AND CONTACT CENTRES

- Answering the telephone (10)
- Avoiding escalations (1)
- Award winning outbound calling (10)
- Award winning social media interactions (10)
- Award winning telephone techniques Part 1 (10)
- Award winning telephone techniques Part 2 (10)
- Call evaluations (1)
- Effective research interviews (10)
- First contact resolution (10)
- Introduction to contact centres (10)
- KPIs (1)
- Live chat etiquette (10)
- Live chat tips (1)
- Managing social media (10)
- Outbound calling (1)
- Outbound calling (10)
- Professional telephone greeting (1)
- Service requests (10)
- Social media management (1)
- Telephone call control (10)
- Telephone hold standards (1)
- Telephone transfers (1)
- Verbal holding (1)





### TEAMWORK

- 4 team stages (1)
- Being a great meeting participant (1)
- Being part of a team (10)
- Collaboration (1)
- Collaboration skills (10)
- Daily team huddle (1)
- Forming teams (1)
- High performing teams (10)
- Managing your boss (1)
- Managing your boss (10)
- Norming teams (1)
- Paying attention in meetings (1)
- Performing teams (1)
- RASCI Model (1)
- Storming teams (1)
- Team productivity (1)
- Walking meetings (1)
- Working with other departments (10)



### TIME MANAGEMENT AND PRODUCTIVITY

- Building better routines (1)
- Being productive (10)
- Improving productivity tip (1)
- Managing information Tip 1 (1)
- Managing information Tip 2 (1)
- Managing interruptions (1)
- Overcoming procrastination (1)
- Pomodoro technique (1)
- Procrastination Ending Tip (1)

- Time batching (1)
- Time management (10)
- Ways to improve your focus (1)



### TRAINING AND PRESENTING

- Cognitive load (1)
- Creating a positive training environment (10)
- Developing training session plans (10)
- E.D.G.E. teaching tip method (1)
- Effective training programmes (1)
- Effective training rooms (1)
- Effective training sessions (10)
- Fist to five consensus technique (1)
- Giving activity instructions (1)
- Learning & delivery styles (10)
- Managing difficult trainees (10)
- Presentation skills (10)
- Training and learning outcomes (10)

### ADDITIONAL RESOURCES



### TE REO MĀORI VIDEOS

- Basic Te Reo Māori in the workplace part 1 (10)
- Basic Te Reo Māori in the workplace part 2 (10)
- Pūkenga Whakawhiti Kōrero (Communication Skills) (12)



### LEARNING PATHWAYS

- Actioning requests for service (100)
- Challenging customers (120)
- Coaching skills (80)
- Communication skills (80)
- CRM awards (130)
- Customer service (120)
- Improving mental health (60)
- Leadership essentials (120)
- Managing conflict skills (80)
- New contact centre agent (130)
- Pandemic support (80)
- Receptionist skills (80)
- Remote working in a pandemic (60)
- Requests for service (130)
- Sales skills (80)
- Stress and resilience (70)
- Telephone etiquette skills (60)
- Time management (60)
- Training and presenting skills (90)
- Working from home (70)