

Training Programs & Courses

Customer Experience

Customer service and soft skill training to deliver the ideal customer experience

Leadership

Leadership training to improve the skills, abilities, and confidence of leaders, helping them drive others toward positive outcomes

Management

Management training to cultivate a collaborative, inclusive and high-performing workplace

Personal Productivity

Time management and prioritization training to enable employees to stay focused, on-track and productive in the long-term

Communication

Verbal, non-verbal and written communication training to help employees communicate concisely and impactfully

Equity, Diversity and Inclusion

ED&I training to build equitable and inclusive workplace cultures

CUSTOMER EXPERIENCE COURSES

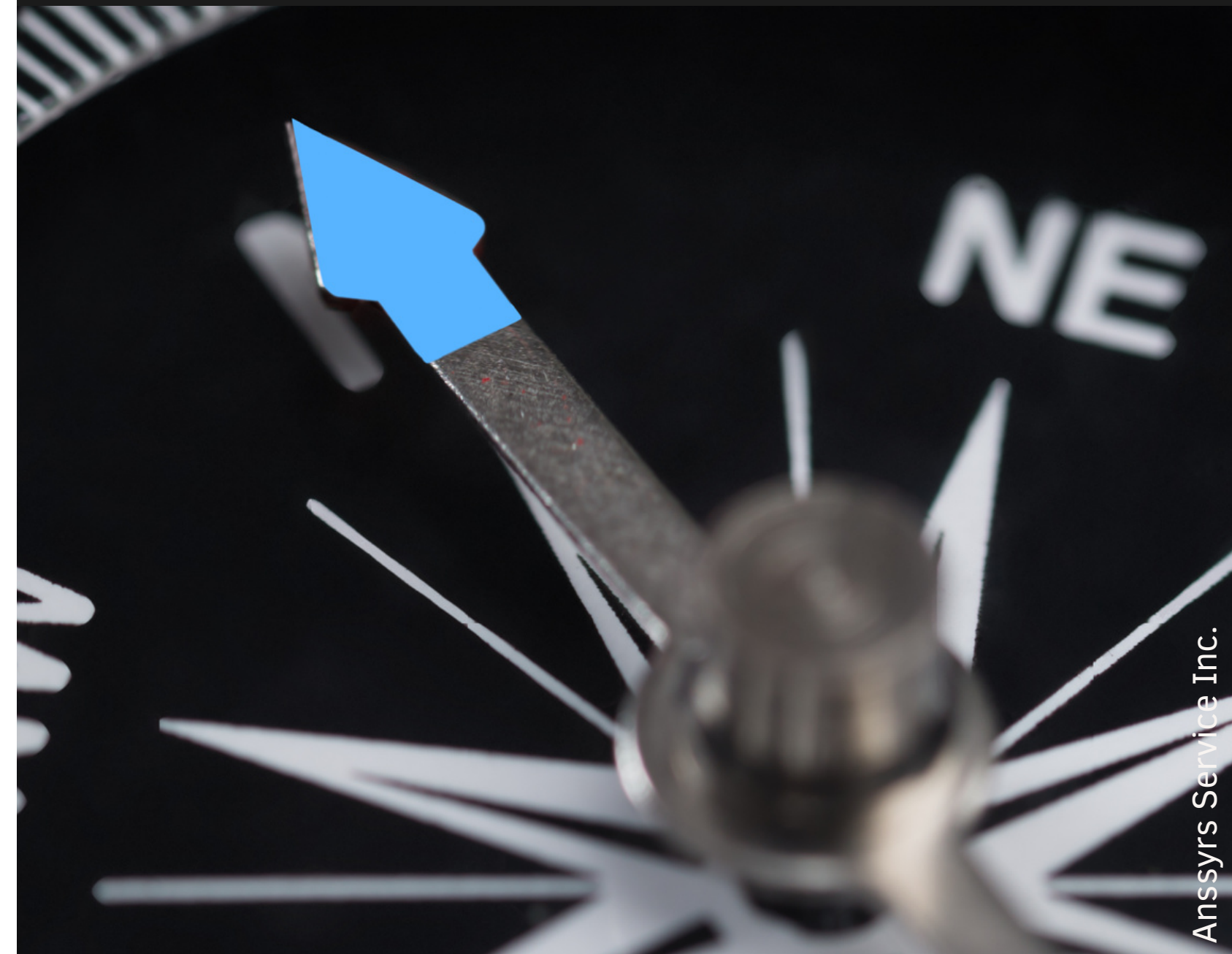
OUR CERTIFIED CUSTOMER EXPERIENCE PROFESSIONAL (CCXP®) DESIGNATION PROGRAM IS DESIGNED TO EDUCATE PROFESSIONALS ON THE FUNDAMENTALS OF SERVICE EXCELLENCE

- CCXP: BECOME A CERTIFIED CUSTOMER EXPERIENCE PROFESSIONAL BY CXPA
- DELIVERING RESPONSIVE CUSTOMER SERVICE COURSE
- MANAGING DIFFICULT CLIENTS & SITUATIONS COURSE
- CONFLICT RESOLUTION & MANAGEMENT COURSE
- INTERNAL CUSTOMER SERVICE COURSE
- SALES FUNDAMENTALS COURSE
- SERVICE THAT SELLS COURSE
- ADVANCED SERVICE THAT SELLS COURSE
- CREATING A CUSTOMER-CENTRIC CULTURE COURSE
- CUSTOMER SERVICE FOR THE HOSPITALITY INDUSTRY COURSE
- SERVING THE CUSTOMER THROUGH DIGITAL CHANNELS COURSE
- SALES EXCELLENCE COURSE
- SERVING WITH EXCELLENCE COURSE
- HANDLING CRITICAL AND SENSITIVE CONVERSATIONS COURSE
- MANAGING CUSTOMER CONVERSATIONS THROUGH CHAT COURSE
- CONTACT CENTRE OPERATIONS FUNDAMENTALS COURSE
- NEGOTIATING FOR SUCCESS COURSE



- COACHING FOR PERFORMANCE COURSE
- LEADING WITH EXCELLENCE COURSE
- CUSTOMER SUCCESS & STRATEGY COURSE
- HUMANIZING THE COACHING EXPERIENCE COURSE
- INFLUENCING OTHERS WITHOUT AUTHORITY COURSE
- UNDERSTANDING EMOTIONAL INTELLIGENCE COURSE
- EMERGING LEADERS COURSE
- TRAIN THE TRAINER COURSE
- EFFECTIVE FACILITATION COURSE
- ONE-TO-ONE COACHING COURSE
- ONE-ON-ONE COACHING COURSE
- LEADING WITH IMPACT COURSE
- HIGH-PERFORMANCE TEAMS COURSE
- ENHANCING LEADERSHIP THROUGH RESILIENCE
TRAINING COURSE
- STRATEGIC CHANGE MANAGEMENT FOR CX SUCCESS
COURSE
- LEADING CHANGE COURSE
- LEADERSHIP OF SELF COURSE

LEADERSHIP COURSES



MANAGEMENT COURSES

GREAT MANAGERS KNOW THAT THEIR VALUE LIES NOT ONLY IN MANAGING TEAMS AND RUNNING OPERATIONS BUT IN EXECUTING STRATEGIC VISIONS AND MAKING DIFFICULT DECISIONS.

- INNOVATIVE THINKING FOR MANAGERS AND SUPERVISORS COURSE
- CONFLICT RESOLUTION & MANAGEMENT COURSE
- MANAGING STAKEHOLDER EXPECTATIONS COURSE
- PROJECT MANAGEMENT FUNDAMENTALS COURSE
- MAXIMIZING THE POTENTIAL OF A REMOTE WORKFORCE COURSE
- CONTACT CENTRE OPERATIONS AND MANAGEMENT COURSE
- MANAGING CHANGE EFFECTIVELY COURSE
- MICROSOFT PROJECT COURSE

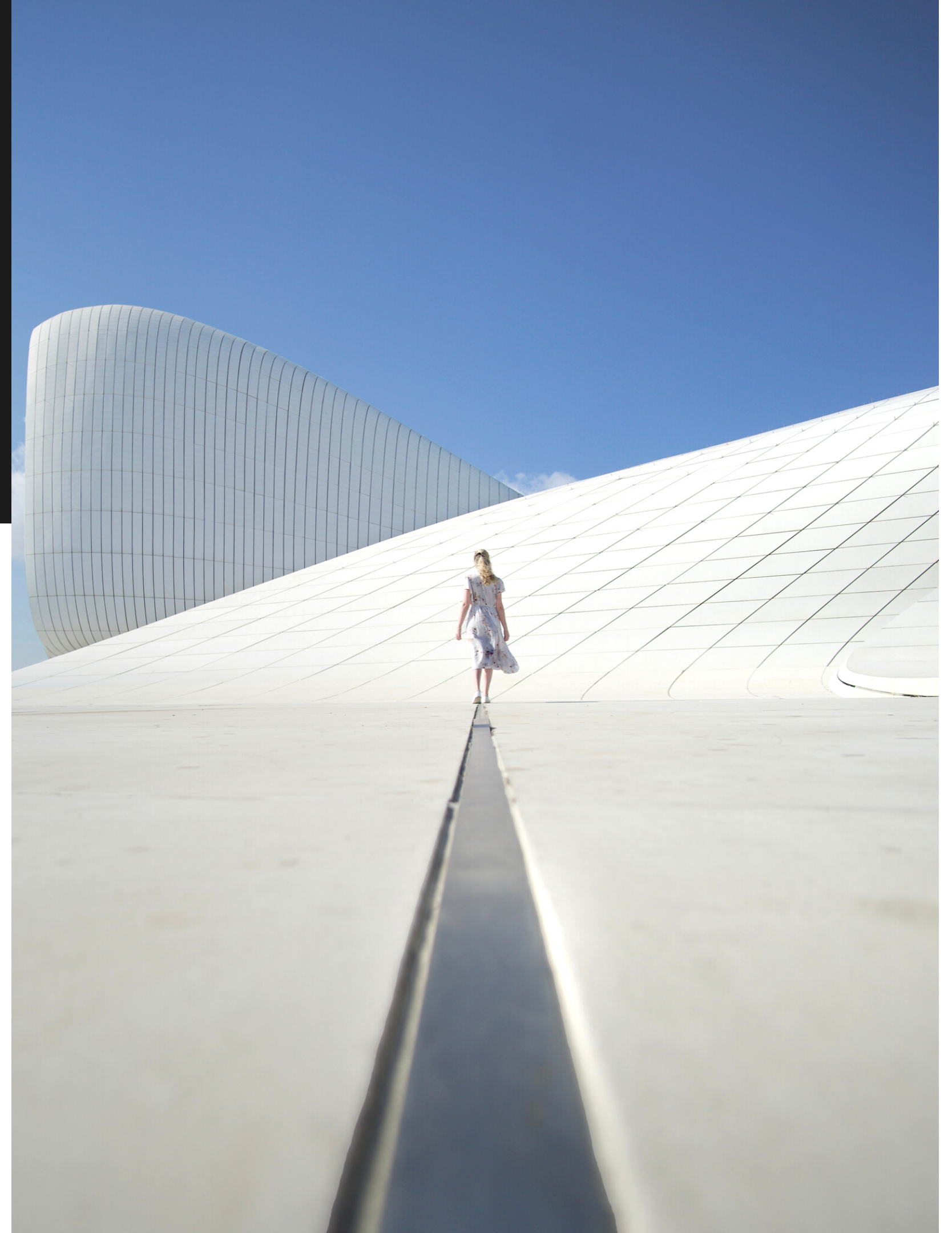
PERSONAL & TEAM EXCELLENCE COURSES



- MINDFULNESS AT WORK COURSE
- THRIVING THROUGH CHANGE AND TRANSITION COURSE
- SPEAKING WITH POWER, POISE AND PRESENCE COURSE
- RAISING YOUR EMOTIONAL INTELLIGENCE QUOTIENT COURSE
- CULTURAL SENSITIVITY COURSE
- CUSTOMER JOURNEY MAPPING COURSE
- TRANSFORMING CONFLICT IN THE WORKPLACE COURSE
- MINDFUL ENERGY PROGRAMS FOR THE PROACTIVE WORKPLACE COURSE
- TIME MANAGEMENT COURSE
- DIVERSITY IN THE WORKPLACE COURSE
- MICROSOFT OFFICE SKILLS COURSE
- JUGGLING MULTIPLE PRIORITIES COURSE
- MIND MAPPING COURSE
- GOAL SETTING COURSE
- PERSONAL RESILIENCE: MANAGING STRESS AND CHANGE COURSE
- CORPORATE TEAM BUILDING COURSE
- MEETINGS THAT MATTER COURSE
- DEVELOPING CREATIVE & CRITICAL THINKING COURSE

COMMUNICATION COURSES

- EFFECTIVE FACILITATION COURSE
- PERSONALITY DIMENSIONS COURSE
- TRAIN THE TRAINER COURSE
- COMMUNICATING CHANGE COURSE
- CRITICAL CONVERSATIONS COURSE
- EFFECTIVE EMAIL WRITING COURSE
- ETIQUETTE COURSE
- IMPACTFUL BUSINESS COMMUNICATION COURSE
- COMMUNICATING EFFECTIVELY WITH MULTIPLE GENERATIONS COURSE
- NON-CONFORMANCE WRITING COURSE
- EFFECTIVE BUSINESS WRITING COURSE



EQUITY, DIVERSITY & INCLUSION COURSES

- UNDERSTANDING EQUITY, DIVERSITY, AND INCLUSION (EDI) COURSE
- PROMOTING AND MANAGING HEALTHY EDI-RELATED CONVERSATIONS COURSE
- BUILDING INCLUSIVE CULTURES & ALLYS COURSE
- INCLUSIVE SERVICE COURSE
- DIVERSE HIRING PRACTICES COURSE
- ED&I REMEDIATION & INVESTIGATION COURSE

