

## Infinity Self-development Library

### Course List – Sales and Service

#### Customer Service

- Customer Service Management
- Deliver Exceptional Customer Service
- Interpersonal Skills
- Are You Really Listening?
- Ask Better Questions
- Be Confident!
- Become a Better Communicator Using the LAER Method
- Boost Your Personal Impact
- Customer Retention and Engagement Strategies
- Delivering Fantastic Customer Service
- Develop a Great Customer Service Attitude
- Great Telephone Customer Service
- Handle Angry Callers with Confidence
- Handling Difficult Situations and Challenging Customers
- How to be Assertive
- How to Build Rapport
- How to Remember People's Names
- Presenting Information Clearly
- The 7 Cs of Great Communication
- The Importance of Empathy
- Think on Your Feet
- Turn a Disgruntled Customer into a Loyal Fan - Effective Complaint Handling
- WIIFM – Getting People to Listen

#### Negotiation Skills

- Negotiation Skills Certificate
- Be Ready to Negotiate with BATNA and ZOPA
- The negotiating toolkit
- The Rule of Three - The Secret to Successful Communication
- What is negotiation?
- Negotiation Skills

## Infinity Self-development Library

### Course List – Sales and Service

#### Sales

- Interpersonal Skills
- Introduction to Selling
- 6 Ways to Close a Sale
- Are You Really Listening?
- Ask Better Questions
- Be Confident!
- Be Ready to Negotiate with BATNA and ZOPA
- Being Resilient
- Bounce Back From Failure
- Charisma - Developing the X Factor
- Developing a USP
- Energise Your Selling Technique
- FAB – Identifying Features, Advantages, and Benefits
- How to be Assertive
- How to Build Rapport
- How to Make Small Talk
- Improve Your Selling Technique – The AIDA Model
- Overcome Sales Objections with Ease
- Secrets of Persuasion
- The 3 Rs of Selling
- The 4 Ps of Marketing
- The 8 Steps Selling Process
- The Fundamentals of Digital Marketing
- The Importance of Empathy
- The Negotiating Toolkit (the skills and techniques for successful negotiation)
- The Rule of Three - The Secret to Successful Communication
- Think on Your Feet
- Turn a Disgruntled Customer into a Loyal Fan - Effective Complaint Handling
- What is Negotiation?
- WIIFM – Getting People to Listen