

Essential Skills Training



25 Essential Skills Modules

An interacting hour training session with insightful and engaging content, ending with actionable exercises.

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1. Who are our customers

Being able to identify our customers' behaviour, read their body language and engage with them at the appropriate time. Perception isn't reality, and understand the value of our customers.

2. Improving Communication Skills

Developing effective communication is a skill and can improve your rapport with your customers and team members. Learning the basics of questioning and actively listening will go a long way to improve your service delivery.

3. Team work understand yourself to understand others

Developing a better understanding of yourself will also improve your capacity to better understand the thoughts and feelings of other people and how emotions drive human behaviour.

4. The importance of Rapport building

Relationship is everything if you can build very quickly a good rapport with your customers you will be able to gain their trust and loyalty. Learn NLP techniques to help you just do that.

5. Creating value and Adding value

When talking about value, people always think about money, but value and price are not the same thing, let's focus on what is of value in the eyes of the customers then add extra value for them and exceed their expectations.

6. Developing and delivering an exceptional experience

What is your mission, what are you trying to achieve and how can you develop some standard to create an exceptional experience to your customers consistently, every time they walk through your door.



7. A Sale without a sale

We all hate the hard pushy sales assistants, so let's learn the 'caring sales funnel' approach with how to upsell and cross-sell to increase your customers' shopping basket. Every day you are delivering a sales pitch, whether you know or not, let's identify and define what constitute a good pitch and prepare you to presenting in the right style.

8. Complaint handling

Learn techniques to confidently speak to an unhappy customer and turn the situation into a positive experience and a raving fan.

9. Objection handling & closing the sales

Develop effective ways to pro-actively encourage you to close the deal and learn valuable insight on handling objections effectively.

10. Why self-Confidence matters in customer service

Self-confidence is important because it is inextricably tied to competence. Let's develop this aspect in you so your customers know that you have the requisite skills and abilities to complete their transaction or resolve their issue.

11. Increase your Customer Retention rate

A 5% increase in customer retention can increase a company's profitability by 75%, let's take a look at how to increase customer retention rate to sustain exponential business growth.

12. Developing a winning Sales Pitch

Pitching an idea and selling it effectively can be a daunting and challenging task. Where do you start, how do you approach the prospect and what is the first thing you say? By knowing your audience, carefully crafting a pitch, and delivering the pitch confidently, you can make a successful sale and build a healthy relationship with your customers.

13. Maintaining pick performances through mindfulness

Feeling stressed, anxious, or overwhelmed by life will have employees performances. Science shows that simple mindfulness technique improves concentration and working memory, learn those simple techniques to increase your daily performances.

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14. Creating daily habits to improve your performances

Habits are intended to make life easier by reducing the amount of thinking that you have to do., this is called unconscious competence. Learn technique to create daily habits which save you time, energy and will improve your performances.

15. Boosting Mental resilience

Building mental strength is fundamental to living your best life. Just as we go to the gym and lift weights in order to build our physical muscles, we must also develop our mental health through the use of mental tools and techniques. Optimal mental health helps us to live a life that we love, have meaningful social connections, and positive self-esteem.

16. Effective Goal Settings

Without goals, you can lack focus and direction. Setting personal goals puts you in the driver's seat, giving you the power to transform your own life into whatever direction you desire.

17. Essential Time Management

Discover tools and techniques that will allow you to manage your time more effectively and feel more in control. The training enables you to identify areas of their job where time could be better utilised and the actions necessary to alleviate problems identified.

18. Business Networking

This session will give you the most effective networking techniques, 'work the room' with confidence, develop relationships and convert them into business. As a result, you will be able to develop a networking strategy and plan to achieve your goals.

19. Telephone skills & Etiquette

A practical call handling training session, sharing telephone techniques and skills to confidently answer calls, as well as how to constructively respond to customer telephone enquiries and handle customer complaints.

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20. Developing Emotional Intelligence

Emotional intelligence is the ability to understand, use, and manage your own emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges and defuse conflict. Learn some techniques to help you build stronger relationships, succeed in your workplace, and achieve your career and personal goals.

21. Why networking is so important

An introduction to the importance of networking before, during and after with an overview of the do's and don't's. Hopefully you know what you do and how you do it, but remember people buy people so creating your why you do it is more important than what you actually do, and that's what we will do in this session. Top tips of the professional networkers so you too can confidently walk into a room and make the most of the event.

22. Speed Buzzing

Let's start practising and get speed networking, a bit like speed dating but instead of narrowing down to the person you want to go out with, you will get to know 14 new people.

23. Being a Confident Speaker

Suffering of glossophobia? This session will give you the necessary techniques to stand up in public and deliver your presentation, talk, speech or simply a report to your team without getting into a panic attack.

24. Clutter Clearing the key to productivity

Let me give you some tools to clear your clutter in your workspace and digitally, making you more efficient and increase your productivity.

25. A healthier environment will affect your employees' performances and your customers' experience, learn how to create a more harmonious workplace. This workshop will help you to make the necessary changes in your workplace to feel better and be more productive: What is Feng Shui, using the 5 elements to create harmonious environments, how to use the bagua to transform your workplace, bringing some positive energy

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