

Micro-Learning Library

Online – LearningPlanet® 120+ Video Based Courses

Abusive Customers (10 min)
Advanced Customer Service (10 min)
Advanced Difficult Customers (10 min)
An Introduction to Contact Centres (10 min)
Answering the Telephone (10 min)
Appreciation in the Workplace (10 min)
Attention to Detail (10 min)
Attitude (10 min)
Award Winning Emails (10 min)
Award Winning Outbound Calling (10 min)
Award Winning Social Media Interactions
Award Winning Telephone Techniques Part 1 (10 min)
Award Winning Telephone Techniques Part 2 (10 min)
Being a New Leader (10 min)
Being Assertive (10 min)
Being Assertive DL (10 minute version)
Being Part of a Team (10 min)
Being Productive (10 min)
Being World Class in your Field
Business Storytelling (10 min)
Business Writing Skills (10 min)
Closing the Sale (10 min)
Coaching for Change Part 1 (10 min)
Coaching for change Part 2 (10 min)
Collaboration skills (10 min)
Communication Skills (10 min)
Complaint Handling (10 min)
Consultative Selling (10 min)
Handling Difficult Customers (10 min)
Health and Safety Basics (10 min)
Health and Wellness (10 min)
High Performing Teams (10 min)
How to Thrive as an Accidental Manager
Influencing Skills (10 min)
Interviewing skills (10 min)
Introduction to Coaching (10 min)
Introduction to Selling (10 min)
Keeping your Customers Informed (10 min)
Know your Business (10 min)
Leading Remote Teams (10 min)
Learning and Delivery Styles (10 min)
Listening Skills (10 min)
Listening Skills DL (10 minute version)
Live Chat Etiquette (10 min)
Managing Customer Needs (10 min)
Managing Difficult Trainees (10 min)
Managing Social Media (10 min)
Managing Stress (10 min)
Managing Threats of Self-Harm or Suicide
Managing your Boss (10 Min)
Mastering Analytical Thinking (10 min)
Mental Health Recovery from the Pandemic
Mindfulness (10 min)
Navigating the future: AI in the Workplace (10 min)
Negotiation Skills (10 min)
Outbound Calling (10 min)
Pandemic Awareness (10 min)



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Coping with Redundancy
Creating a Positive Training Environment
Creativity and Innovation (10 min)
Crisis Management Part 1
Crisis Management Part 2
Critical Thinking (10 min)
Cultural Awareness (10 min)
Customer Experience
Customer Retention (10 min)
Customer Service Excellence (10 min)
Customer Win Back Techniques
Cyber Security (10 min)
Dealing with Change (10 min)
Debt Collecting Skills
Delegation (10 min)
Developing Mental Endurance (10 min)
Developing Training Session Plans (10 min)
Difficult Conversations (10 min)
Difficult Customer Types (10 min)
Discretionary Effort
Diversity Equity and Inclusion (10 min)
Door to Door Sales
Effective Performance Reviews (10 min)
Effective Research Interviews
Effective Training Sessions
Emotional Clients and Colleagues (10 min)
Emotional Intelligence (10 min)
Personal Grooming (10 min)
Persuasion Skills
Planning and Holding Meetings
Positive First Impressions (10 min)
Presentation skills (10 min)
Privacy Act
Problem Solving (10 min)
Project Management (10 min)
Psychosocial Health (10 min)
Questioning Skills (10 min)
R U OK (10 min)
Remote Training Sessions
Resilience (10 min)
Retail Sales (10 min)
Returning to the Workplace
Service Requests
Sexual Harassment at Work (10 min)
Showing Empathy (10 min)
Situational Leadership (10 min)
Staff Retention
Successful Networking
Taking Initiative (10 min)
Te Reo Māori in the Workplace (Basic) Part 1 (10 min)
Te Reo Māori in the Workplace (Basic) Part 2 (10 min)
Te Reo Māori in the Workplace (Basic) Part 3 (10 min)
Telephone Call Control (10 min)
Time Management (10 min)



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Employee Engagement (10 min)

Ergonomic Home Office Setup (10 min)

First Contact Resolution

Fix the Customer First (10 min)

Fraud Awareness (10 min)

Giving & Receiving Feedback (10 min)

Giving Instructions (10 min)

Growth Mindset (10 min)

Handling Conflict (10 min)

Training and Learning Outcomes (10 min)

Unconscious Bias

Understanding and Managing Burnout

Using Effective Prompts for AI

Working from Home

Working with Other Departments (10 min)

Workplace Bullying (10 min)

Your personal Brand (10 min)

