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LearningPlanet

LearningPlanet Course List Datasheet



ARTIFICIAL INTELLIGENCE

- Effective AI Prompts (1)
- How to Research and Write using Generative AI Tools (10)
- Navigating the future: AI in the workplace (10)
- Using Effective Prompts for AI (10)



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)

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COMMUNICATION SKILLS

- 4 step communication journey (1)
- Active listening (1)
- Avoiding saying unfortunately (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)
- What to say when you don't have the answer (1)

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CONFLICT AND NEGOTIATION

- Collecting debt (1)
- Debt collecting skills (10)
- De-escalation techniques (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)

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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 / COMPLIANCE

- Avoiding unconscious bias (1)
- Christmas party etiquette (1)
- Coping with redundancy (10)
- Cultural awareness (10)
- Cybersecurity (10)
- Diversity, equity and inclusion (D.E.I.) (10)
- Environmental sustainability (10)
- Effective performance reviews (10)
- Fraud awareness (10)
- Interviewing skills (10)
- Micro aggressions (1)
- Modern slavery awareness (10)
- Neurodiversity in the workplace (10)
- Organisational succession planning (10)
- Performance reviews – guiding and supporting your team (10)
- Performance reviews – writing personal objectives (10)
- Prevention of sexual harassment (10)
- Privacy Act (10)
- Responding to a bully at work (1)
- Sexual harassment at work (10)

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- Staff retention (10)
- Successful job interview skills (10)
- Treaty of Waitangi (10)
- Unconscious bias (10)
- Using the S.T.A.R. method (1)
- Workplace bullying (1)
- Workplace bullying (10)
- Writing a great CV (10)



LEADERSHIP

- Appreciation in the workplace (1)
- Appreciation in the workplace (10)
- Agile Scrums (1)
- Agile Sprints (1)
- Being a new leader (10)
- Best phrases to conclude meetings (1)
- Business cases & ROI (1)
- Crisis management Part 1 (10)
- Crisis management Part 2 (10)
- Dealing with aggressive staff members (1)
- Dealing with bad attitudes (1)
- Delegation (1)
- Delegation (10)
- Effective Salary negotiations for Managers (10)
- Emotional intelligence (1)
- Emotional intelligence (10)
- Employee engagement (1)
- Employee engagement (10)
- Great leadership initiatives (1)
- Great meetings (1)
- How to thrive as an accidental manager (10)
- Keeping hold of good employees (1)
- Leading in a VUCA world (1)
- Managing gen Z in the workplace (10)
- 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)
- Situational leadership (10)
- Vision, mission and values (1)



PERSONAL DEVELOPMENT

- 4 Step decision making process (1)
- Accepting praise (1)
- Assertive behaviour (1)
- Attention to detail (10)

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- Attitude (10)
- Being assertive (1)
- Being assertive (10)
- Being flexible at work (1)
- Being world class in your field (10)
- Better decision making (1)
- Best practice decision making (10)
- Boost your motivation at work (1)
- Boosting confidence (1)
- Boosting creativity when you're stuck (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)
- Decision making 10-10-10 Rule (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)
- How to strengthen your adaptability skills (10)
- Improving critical thinking (1)
- Improving self-awareness (1)
- Influencing skills (10)
- Influencing others (1)
- Mastering analytical thinking (10)
- Motivating yourself to do things you don't want to do (1)
- 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)
- Turning excuses into action (1)
- Turning negative phrases into positive (1)
- Your personal brand (10)
- What is your 'Why'? (1)

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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)
- Objection handling – The boomerang technique (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)
- 3-3-3 Rule to calm anxiety (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)

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- Resilience (10)
- Resilience tips (1)
- R U Ok? (1)
- R U Ok? (10)
- Strategies to stop a panic attack (1)
- Stress response (Fight, Flight, Freeze) (1)
- Tips to remain level-headed (1)
- Understanding and managing burnout (10)



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)
- Workforce management and analytics (10)
- Working live (10)



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)

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- 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

- A trick to stop procrastinating (1)
- Building better routines (1)
- Being productive (10)
- Boosting productivity and beating burnout (1)
- Improving productivity tip (1)
- Improving productivity with the 1-3-5 rule (1)
- Managing information tip 1 (1)
- Managing information tip 2 (1)
- Managing interruptions (1)
- Mindful productivity (1)
- Multi-purposing over multitasking (1)
- Overcoming procrastination (1)
- Pomodoro technique (1)
- Procrastination Ending Tip (1)
- Scheduling (10)
- Time batching (1)
- Time management (10)
- Unlocking flow for peak performance (1)
- 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)

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LEARNING PATHWAYS

- Actioning requests for service (100)
- Advanced leader (120)
- Basic Te Reo Māori in the workplace (30)
- Business administration (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 (62)
- Mastering AI for workplace success (31)
- New contact centre agent (130)
- New leader (60)
- Pandemic support (80)
- Ready for work (43)
- Receptionist skills (80)
- Remote working in a pandemic (60)
- Requests for service (130)
- Retail Sales (100)
- Sales skills (80)
- Stress and resilience (70)
- Telephone etiquette skills (60)
- Time management (60)
- Training and presenting skills (90)
- Working from home (70)

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)
- Basic Te Reo Māori in the workplace part 3 (10)
- Pronunciation of Māori Vowels (1)
- Pūkenga Whakawhiti Kōrero (Communication Skills) (12)

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