

# project pivot



Industry pathway for:

## Retail Salespersons



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### 1. Skillset: Customer Service

- Course #1: Retail Sales: The Importance of Listening
- Course #2: Mastering Conversations in Retail Sales
- Course #3: Retail Customer Service
- Course #4: Customer Service: Handling Abusive Customers
- Course #5: De-escalate Angry Calls
- Course #6: Innovative Customer Service Techniques



### 2. Skillset: Retail Sales Basics

- Course #1: Retail Sales Foundations
- Course #2: Job Skills: Learning Retail Sales
- Course #3: Retail Sales Management



### 3. Skillset: Time Management & Teamwork

- Course #1: Managing Your Time
- Course #2: Being an Effective Team Member
- Course #3: Creating a Culture of Collaboration
- Course #4: Managing Team Conflict

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