

Unlock Your Team's Excellence with our Training Services

Who We Are

The Voice of Wales' Customer Service Industry

Representing over 300 Contact Centres, Shared Service Centres, and Financial Service businesses across Wales, we support an industry employing 35,000 frontline professionals. As the only free UK forum offering both operational and strategic support, we provide unrivalled insight, training, and direction to our members. With free membership ensuring 95% market penetration, we are the go-to network for driving excellence in CX, operations, learning & development, HR, FM, IT and C-suite.

Our Training Solutions



Open Training Courses

High-quality, flexible solutions perfect for smaller teams or individuals with an opportunity to network with other organisations.



Bespoke Training

Customised training programmes designed specifically for your team and business needs, delivered in person or online



Topical Workshops

A mix of online and in-person workshops covering the latest trends and essential skills.

[Ask us about members rates](#)

Training topics

Note: this is not a comprehensive list and we can develop content to suit your needs

- Customer Service Excellence
- Leadership Essentials
- Building Resilience
- Embracing AI and Chatbots
- Recruitment and Retention
- Train the Trainer
- Supporting Vulnerable Customers
- Managing Hybrid Working
- Embracing Technology
- Conflict Management
- Emotional Intelligence
- Communications
- Pre-Employment Support
- Professional & Business Etiquette
- Coaching for Performance

“ Cnect Wales provided a prompt, professional service, delivering a bespoke solution within tight deadlines. Their dedication and experience ensured high-quality training that greatly enhanced employee engagement. I highly recommend exploring their expertise before turning to larger providers. ”

Ceri, Virgin Holidays