

## **Call Center Training: Sales and Customer Service Training for Call Center Agents**

Call centers, whether we choose to embrace them or cannot stand being interrupted by their calls, are a business element that is here to stay. This course will help call center agents learn to make the very most of their telephone based work, including understanding the best ways to listen and be heard. Each phone interaction also has elements of sales and customer service skills, which will be explored in detail throughout this energizing and practical three-day workshop.

This workshop will help you teach participants:

- The nuances of body language and verbal skills
- Aspects of verbal communication such as tone, cadence, and pitch
- Questioning and listening skills
- How to deliver bad news and say “no”
- Effective ways to negotiate
- The importance of creating and delivering meaningful messages
- Tools to facilitate their communication
- The value of personalizing their interactions and developing relationships
- Vocal techniques that will enhance their speech and communication ability
- Personalized techniques for managing stress

### **Introduction and Course Overview**

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

### **What’s Missing in Telephone Communication?**

To begin, participants will explore Alfred Mehrabian’s study on communication and how it affects telephone communication. Participants will also learn the role that body language plays in telephone communication.

### **Verbal Communication**

This session will cover the four E’s of an effective telephone voice and how you can use them to promote a service image.

### **Who are Your Customers?**

In this session, participants will learn about what a customer is, and they will identify some of their own customers.

### **To Serve and Delight**

This session will give participants an opportunity to develop strong, helpful phrases for assisting customers.

# Call Center Manuals

**Jane Lockwood, Hayley McCarthy**



## Call Center Manuals:

*Contact US! Trainer's Manual* Jane Lockwood, Hayley McCarthy, 2010-06-21 CONTACT US develops high end professional English language communication skills for the BPO industry This manual contains a comprehensive introduction to the course outlining the teaching approach and describing the unit structure in detail It includes model answers to the activities and keys to exercises as well as photocopyable materials The Ultimate Manual: What you must know before and while working at a call center Clayton Woods, *Field Manuals* United States. War Department, 1939 **Guides and Manuals for Pesticide Applicator Training, January 1979-August 1985** Charles N. Bebee, 1986 Op onderwerp zijn de diverse gidsen en handleidingen gerangschikt Records Center Operations Manual United States. National Archives and Records Administration, 1986 **Call Center Agent Series** Customer Service Training Institute, 2013-07-13 Call Center Agents are a critical part of many companies operations and customer service departments But agent rarely get the training they need to understand how call centers work and what their purpose is They also don't understand what is expected of them and how their performance will be monitored and assessed Our Call Center Training Manuals will prepare new agents for their future and will also give existing agents a new perspective on their current position Learn call center structure terminology and what the responsibilities are for call center agents This book will help prepare anyone to be the very best Call Center Agent they can be *The United States Government Manual*, 1990 Encyclopedia of Operations Management, The ; A Field Manual and Glossary of Operations Management Terms and Concepts Arthur V. Hill, 2011-07-19 This is the perfect field manual for every supply chain or operations management practitioner and student The field's only single volume reference it is uniquely convenient and uniquely affordable With nearly 1 500 well organized definitions it can help students quickly map all areas of operations and supply chain management and prepare for case discussions exams and job interviews For instructors it serves as an invaluable desk reference and teaching aid that goes far beyond typical dictionaries For working managers it offers a shared language with insights for improving any process and supporting any training program It thoroughly covers accounting customer service distribution e business economics finance forecasting human resources industrial engineering industrial relations inventory management healthcare management Lean Sigma Six Sigma lean thinking logistics maintenance engineering management information systems marketing sales new product development operations research organizational behavior management personal time management production planning and control purchasing reliability engineering quality management service management simulation statistics strategic management systems engineering supply and supply chain management theory of constraints transportation and warehousing Multiple figures graphs equations Excel formulas VBA scripts and references support both learning and application this work should be useful as a desk reference for operations management faculty and practitioners and it would be highly valuable for undergraduates learning the basic concepts and terminology of the field Reprinted with permission from CHOICE <http://www.choicereviews.org/>

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