

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 Manual

Keith Dawson



Call Center Manual:

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 A Practical Guide to Call Center Technology Andrew

Waite, 2002-01-02 Get the most out of ACDs automatic call distributors and other complex systems in order to boost customer satisfaction and increase sales Includes three ready to use RFPs request for proposals for buying an ACD computer telephony system or recording The Guide: Tools and Guidelines for Success to Provide Great Call Center Customer Service Dr.

Harold L. Price, 2023-02-17 Harold L Price has experience in call center customer service with a myriad of entities such as Blue Cross and Blue Shield Aetna U S Healthcare The U S Small Business Administration and the Social Security Administration In addition he is extremely pleased to have the opportunity to serve his country in the U S Coast Guard This book provides a synopsis of the professional life of Dr Price as well as the gratitude he has for his educational accomplishments One thing Dr Price is keen to point out is that it s not about how or where you start in life but how you finish **The Call Center Handbook** Keith Dawson, 2003-11-20 Need to know how to buy a phone switch for your call

center How to measure the productivity of agents How to choose from two cities that both want your center No problem The Call Center Handbook is a complete guide to starting running and im Call Center Operation Duane Sharp, 2003-04-14 Complete coverage of the critical issues to set up manage and efficiently maintain a call center **The Call Center**

Dictionary Madeline Bodin, 2002-01-03 Call centres have become the crucial front line for managing customer relationships This book covers a range of call center terminology It explains relevant terms and provides the call center manager with a quick reference that covers the technology and operational issues that come up in running and improving a call center

The Complete Idiot's Guide to Great Customer Service Ron Karr, 2003-01-13 You re no idiot of course You skillfully manage your kids temper tantrums diplomatically handle office politics and even pleasantly deal with your friends bickering But when it comes to handling customer service you feel utterly lost It s time to make great customer service an indispensable part of your daily operation The Complete Idiot s Guide to Great Customer Service teaches you how to create the Service Difference service that genuinely pleases your customers and sets your organization apart from the pack The Call Center Handbook Keith Dawson, 2007-03-30 **Call Centers For Dummies** Real Bergevin, Afshan Kinder, Winston Siegel, Bruce Simpson, 2010-05-11 Tips on making your call center a genuine profit center In North America call centers are a 13 billion business employing 4 million people For managers in charge of a call center operation this practical user friendly guide outlines how to improve results measurably following its principles of revenue generation efficiency and customer satisfaction In addition this new edition addresses many industry changes such as the new technology that s transforming

today's call center and the location neutral call center. It also helps readers determine whether it's cost efficient to outsource operations and looks at the changing role and requirements of agents. The ultimate call center guide, now revised and updated. The authors have helped over 60 companies improve the efficiency and effectiveness of their call center operations. Offers comprehensive guidance for call centers of all sizes from 20 person operations to multinational businesses. With the latest edition of *Call Centers For Dummies*, managers will have an improved arsenal of techniques to boost their center's bottom line.

Restore Online Shoppers' Confidence Act United States. Congress. Senate. Committee on Commerce, Science, and Transportation, 2010

The Call Center Dictionary Madeline Bodin, 2002-01-03 Call centres have become the crucial front line for managing customer relationships. This book covers a range of call center terminology. It explains relevant terms and provides the call center manager with a quick reference that covers the technology and operational issues that come up in running and improving a call center.

The Call Center Dictionary Madeline Bodin, 2002-01-03 Your company needs a call center to be competitive in the 21st century. This book is your guide to the technology, techniques, and trends in today's call centers. The *Call Center Dictionary* contains all the information you need to understand your boss.

Guides and Manuals for Pesticide Applicator Training, January 1979-August 1985 Charles N. Bebee, 1986 Op onderwerp zijn de diverse gidsen en handleidingen gerangschikt.

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The Case Manager's Training Manual David W. Plocher, Patricia L. Metzger, 2001 Stem Cell and Bone Marrow Transplantation

Knowledge Management in Emerging Economies: Social, Organizational and Cultural Implementation Al-Shammari, Minwir, 2010-09-30 Knowledge Management in Emerging Economies: Social, Organizational and Cultural Implementation seeks focus on knowledge management theoretical models and empirical research findings for developing economies. This book specifically seeks to understand the social, organizational, and cultural implementation aspects of knowledge management in the context of developing economies and to discuss issues, challenges, and trends surrounding this implementation.

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Does CMS Have the Right Prescription? United States. Congress. Senate. Committee on Governmental Affairs. Subcommittee on Oversight of Government Management, the Federal Workforce, and the District of Columbia, 2004

The Vested Outsourcing Manual K. Vitasek, 2016-11-09 In this must-have guide for creating and implementing successful outsourcing processes and partnerships, Vitasek drives the principles of Vested Outsourcing beyond theory into practice. From shared vision, desired outcomes, to win-win and long-term success, the manual will help managers build an agreement vested in each other's success.

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