

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.

Contact Center Manual

Project Share



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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 **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 photocopiable materials **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 **Operations and Management Principles for Contact Centres** Esther Hoffmann,Dennis Farrell,Neil Lilford,Mariaan Ellis,2008-09 Several South African agencies institutes organizations and professional bodies are promoting and developing contact center operations in order to satisfy international and national market demands Accordingly additional information knowledge and experience are needed to improve on how organizations integrate core business processes into these contact centers Responding to this need the industry is now being represented in higher education Featuring sections on managing contact center performance recruiting training and motivating staff and customer relations management this comprehensive course guide cowritten by several experts in the field is ideal for institutions offering courses for contact center agents and anyone working in the contact center industry **Practical Contact Center Collaboration** Ken Burnett,2011-05-10 **The Real-time Contact Center** Donna Fluss,2005 New technology and best practices to turn your contact center into a revenue generator *The Ultimate Manual: What you must know before and while working at a call center* Clayton Woods, **Program Operations Manual System** United States. Social Security Administration. Office of Operational Policy and Procedures,1981 *The Call Center Handbook* Keith Dawson,2007-03-30 , Airman's Guide ,1946 The Project Share Collection, 1976-1979 Project Share,1979 **Call Center Operation** Duane Sharp,2003-04-14 Complete coverage of the critical issues to set up manage and efficiently maintain a call center **Guide to the Internal Revenue Service for Congressional Staff** United States. Internal Revenue Service,1999 **Federal contact centers mechanism for sharing metrics and oversight practices along with improved data needed : report to congressional requesters.** United States Government Accountability Office,2006 *Handbook of Publications, Periodicals, and Operating Manuals* United States. Office of Personnel Management,1993 The United States Government Manual ,1998 *The United States Government Manual* United States. Office of the Federal Register,1987 *The Massachusetts register* ,1988-03-18 **LTAP Resources Directory** ,1995

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