

Call Centre Training

COURSE OVERVIEW

Call centres are an essential element of many businesses. Call centre agents need to make the most of their telephone-based work including understanding the best ways to listen and be heard and elements of sales and customer service skills.

KEY SUBJECT AREAS

- Verbal communication techniques.
- Who are your customers?
- Listening skills.
- Asking the right questions and saying no.
- Taking messages and using voice mail effectively.
- Vocal exercises.
- Cold and warm calls, including developing a script.
- Going above and beyond and high impact moments.
- Handling objections and closing the sale.
- Negotiation techniques.
- Tips for challenging callers.
- Phone tag and getting the call back.
- Stress busting.
- Call centre trends.

LEARNING OUTCOMES

- The nuances of body language and verbal skills.
- Aspects of verbal communication such as tone, cadence, and pitch.
- Questioning and listening skills.
- Ways of delivering bad news and saying no.
- Effective ways to negotiate.
- The importance of creating and delivering meaningful messages.
- Tools to facilitate communication.
- The value of personalising interactions and developing relationships.
- Vocal techniques that enhance speech and communication ability.
- Techniques for managing stress.

Learn effective communication & telephone skills.

Duration: 3 Days

Unique features

The Call Centre Training Workshop is designed to meet current market trends.

- Professional facilitators use the most up to date accelerated learning techniques.
- An interactive, relaxed atmosphere with real world examples.
- Modern presentation methods using audio and visual presentations.

Who should attend?

Anyone who either works in or would like to work in a call centre role.

Includes...

- Resource material & workbook.
- Training 101 Certificate

Contact us for more information
or to register on a workshop:

P: 0800 801 233