

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.

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GTS Learning



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The Call Centre Training Handbook John P. Wilson, 2009 A complete resource for providing learning training and development within contact centers This handbook offers call center managers and trainers information with which to benchmark training and identifies best practice in learning and development *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 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 *Comdex Call Center Training Course Kit (With Cd)* Vikas Gupta, 2003-05-12 Comdex Call Centre Training Kit is a revolutionary 3 stage self learning system that covers the contents in sessions to give the readers a comprehensive exposure to the world of Call Centers These sessions help to initiate call center skills and further sharpen the acquired skills for becoming a seasoned call center executive The book contains a CD running an Accent Training Software Such an approach aids in finding any possible mismatch of acquired and desired skills It helps to practice hard on those areas *Call Center Training* Nancy M. Giere, 2000-05 **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 Call Center Training GTS Learning, 2013 Helping call center agents learn to make the most of their telephone based work including understanding the best ways to listen and be heard this detailed book explores the elements of sales and customer service skills in each phone interaction

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Table of Contents Call Center Training Manual Template For Qualfon

1. Understanding the eBook Call Center Training Manual Template For Qualfon
 - The Rise of Digital Reading Call Center Training Manual Template For Qualfon
 - Advantages of eBooks Over Traditional Books
2. Identifying Call Center Training Manual Template For Qualfon
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Call Center Training Manual Template For Qualfon
 - User-Friendly Interface
4. Exploring eBook Recommendations from Call Center Training Manual Template For Qualfon
 - Personalized Recommendations
 - Call Center Training Manual Template For Qualfon User Reviews and Ratings
 - Call Center Training Manual Template For Qualfon and Bestseller Lists
5. Accessing Call Center Training Manual Template For Qualfon Free and Paid eBooks
 - Call Center Training Manual Template For Qualfon Public Domain eBooks
 - Call Center Training Manual Template For Qualfon eBook Subscription Services
 - Call Center Training Manual Template For Qualfon Budget-Friendly Options

6. Navigating Call Center Training Manual Template For Qualfon eBook Formats
 - ePub, PDF, MOBI, and More
 - Call Center Training Manual Template For Qualfon Compatibility with Devices
 - Call Center Training Manual Template For Qualfon Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Call Center Training Manual Template For Qualfon
 - Highlighting and Note-Taking Call Center Training Manual Template For Qualfon
 - Interactive Elements Call Center Training Manual Template For Qualfon
8. Staying Engaged with Call Center Training Manual Template For Qualfon
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Call Center Training Manual Template For Qualfon
9. Balancing eBooks and Physical Books Call Center Training Manual Template For Qualfon
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Call Center Training Manual Template For Qualfon
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Call Center Training Manual Template For Qualfon
 - Setting Reading Goals Call Center Training Manual Template For Qualfon
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Call Center Training Manual Template For Qualfon
 - Fact-Checking eBook Content of Call Center Training Manual Template For Qualfon
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
 - Integration of Multimedia Elements

- Interactive and Gamified eBooks

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