

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 Training Manual

Customer Service Training Institute

Call Center Training Manual:

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 rarelyget 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 **Call Center Operation** Duane Sharp,2003-04-14 Complete coverage of the critical issues to set up manage and efficiently maintain a call center **Training Manual** United States. War Dept,1923 **Training Manual** United States. Army. Signal Corps,1925 **United States Army Training Manual** U.S. Adjutant-general's office,1926 **Restore Online Shoppers' Confidence Act** United States. Congress. Senate. Committee on Commerce, Science, and Transportation,2010 *Catalog of Hazardous and Solid Waste Publications* United States. Environmental Protection Agency. Office of Solid Waste and Emergency Response,1995 **The Baptist Teacher-training Manual** Hugh Thomas Musselman,1909 **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 **Wisconsin Pesticide Applicator Training Manual** Steve Tomasko,2010 **Manual Training Magazine** ,1913 *Physical Training Manual* Carl Ziegler,1904 **Social Security Administration additional actions needed in ongoing efforts to improve 800number service : report to the Committee on Finance, U.S. Senate ,** **Manual training and vocational education** ,1902 *Manual Training and Vocational Education* Charles Alpheus Bennett,William Thomas Bawden,1901 **Manual Training Magazine** Charles Alpheus Bennett,William Thomas Bawden,1919 *The Michigan Bell* ,1928 **Manual of Military Training** James Alfred Moss,1914 **Training Manual for the Commercial Applicator** Steve Tomasko,2005

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