

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 Occupancy Training Manual

Joe Fleischer



Call Center Occupancy Training Manual:

Training Materials Service United States. International Cooperation Administration. Office of Industrial Resources,1960 **The Case Manager's Training Manual** David W. Plocher,Patricia L. Metzger,2001 Stem Cell and Bone Marrow Transplantation Army Service Forces Manual ,1944 **The Effective Security Officer's Training Manual** Ralph Brislin,2014-03-22 The Effective Security Officer s Training Manual Third Edition teaches today s security officers the most important aspects of performing the job of a security officer professionally and effectively Training is the most important element in becoming a professional security officer but it is also often overlooked or underutilized This straightforward easy to follow and well organized text covers the essentials that security officers need as they face issues of growing technology and an emphasis on proactiveness and vigilance The Effective Security Officer s Training Manual Third Edition also covers many topics of current concern such as sexual harassment crowd control cultural diversity persons with special needs new technologies and much more With discussion questions at the end of every chapter and a full ancillary package accompanying the text this manual is a comprehensive tool for developing a career as a successful and trusted professional security officer Meets ASIS International s guidelines for Private Security Officer Selection and Training Addresses the latest technological advancements that impact how today s security officers do their jobs Discusses the increased role security officers have in observing and reporting suspicious activities and events Includes end of chapter discussion questions to enhance understanding **Training Material for Animal Facility Personnel** John Timothy Allen,1994 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 **Resources in Education** ,1988 The Complete Guide to Customer Support Joe Fleischer,2002-01-04 Today s support operations face greater responsibilities than the help desks of the 1990s That s because customers expect 24x7 assistance on whatever channel they choose no matter what type of products and or services they buy The Complete Guide t *IRS Printed Product Catalog* United States. Internal Revenue Service,1997 **Dental Department Administration** U.S. Naval Dental School,1960

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