



Effective Call Center Skills

Length—8–12 hours

Description

A well-trained Call Center is the heart of any organization. Call Center employees who know how to handle the great variety of situations that present themselves with skill and professionalism will be an asset

to the organization. Call Center training will allow the employee to enter their work area with confidence that they are equipped to answer questions, overcome objections and ultimately close the deal.

Performance Objectives

- Review and demonstrate Call Center strategies
- Create SMART goals
- Examine the key steps in a call
- Use proper telephone etiquette
- Set benchmarks and implement improvements
- Understand and use basic listening techniques

Course Modules

Call Center Basics

Review the four DBM (Defining Buying Motives), Strategies to Utilize and four types of conversations

Phone Etiquette

Preparation, Speaking Clearly, Effective Listening, Sales Scripts and Sales Dashboards

Effective Communication

Speak like a STAR—Situation, Task, Action and Result. Key steps of a call and types of questions to ask

Benchmarks

Benchmark metrics, areas of focus, implement improvements and benefits of benchmarks

SMART Goal Setting

SMART Goals—Specific, Measurable, Achievable, Realistic and Time sensitive

Increase your benefits!

Courses can be conducted at your facility or ours. Receive a cost-effective, customized training program which addresses your business's strategic objectives. Contact us to learn more.

Questions?

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