

OUTLINE

Contact Center Training

Lesson 1

Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Aims

Lesson 2

It Starts at the Top

- Create an Open Culture
- Understand Goals
- Understand Agents' Responsibilities
- Identify Education Opportunities
- Case Study

Lesson 3

Peer Training

- Top Performing Employees
- Discuss Role with Company
- Critique Previously Recorded Calls
- Cross Training
- Case Study

Lesson 4

How to Build Rapport

- Smile in Your Voice
- Engage in Little Talk
- Listen, Acknowledge, and Empathize
- Be Yourself
- Case Study

Lesson 5

Learn to Listen

- Permit Customer to Talk
- Prevent Judgment
- Take Notes
- Recap the Call
- Case Study

Lesson 6

Manners Matter – Etiquette & Customer Service (I)

- Scripting
- Dead Air
- Tone & Inflection
- Saying it the Proper Way
- Case Study

Lesson 7

Manners Matter – Etiquette & Client Service (II)

- “Reading” Your Customers
- Properly Moving Calls
- Going the Extra Mile
- Limit Information
- Case Study

Lesson 8

Handling Difficult Clients

- Keep Calm
- Listen, Repeat, and
- Prevent Placing Blame
- Solve the Problem
- Case Study

Lesson 9

Getting the Necessary Information

- Have a Checklist
- Linear Thinking
- Open-Ended Questions
- Close-Ended Questions
- Case Study

Lesson 10

Performance Evaluations

- Consistent Service
- Abandoned Calls
- Speed of the Answer
- Length of Call
- Case Study

Lesson 11

Coaching Doesn't Stop

- Evaluate Progress
- Get Feedback on Training
- Kudos to Deserving Employees
- Have Monthly Meetings
- Case Study

Lesson 12

Wrapping Up

- Words from the Wise

This course can be fully customised for your business team.
Please contact us for more details and our team will happy to assist.

www.paramountplus.com.au

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