

10th Date of the
Month (Year 2019)

Find a way to say YES! (Telephone customer service)

Duration: 1 Day or 2 Days
Audience: Call center customer service agents

For Call Center Supervisors & Managers

- Improve your agents telephone customer service skills
- Empower them to deal better with different types of callers
- Help them provide a better telephone customer experience.
- Packed with exciting games & activities to energize & educate.

Surprise your agents with this exciting, highly engaging and effective telephone customer service excellence training program.



Slides



Exercise sheets



Workbook



Job aids and
useful forms

- Follow the well-structured format powerful training
- Enliven with numerous activities to tackle fundamental key points
- Logically structured standalone modules
- Take charge of developing your agents
- Pick out key learning points & Energize team meetings or huddles to stress on & develop specific skills.

Overview



This fun high energy one or two days call center customer service excellence program combines the best in corporate training with the best in personal motivation. Throughout the training program agents discover that it's truly up to them to make a difference and that each agent is directly responsible for the success of the business.

The program focuses not only on the people but also on the skill set agents need to connect better with customers and provide an exceptional customer experience through empathy and taking ownership of customer's issues, using customer centric strategies to solve business challenges promoting customer loyalty and building customer centric bridges.

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Course objectives:

By the end of this training course participants will be able to:

- Understand how their role is instrumental in delivering a high performance customer focused environment.
- Clearly understand the attitude, skills and knowledge required to be a professional customer care representative.
- Create stronger connections with customer and enhance their personal communication through understanding the basics of customer psychology, rapport building and adapting their communication styles for positive customer interactions.

Outline of topics

Introduction

- ✓ Ice breaking activity
- ✓ The Perfect Call Center Agent
- ✓ Attitude, Skills and Knowledge
- ✓ The Professional Call Center Agent Skills set, Mind set and Customer Knowledge

Module 1: The Professional Call Center Agent Mind Set:

- ✓ First Impressions – voice recording activity
- ✓ Characteristics of High Performing Service Providers
- ✓ Logic and Emotion when it comes to buying or continuing to use a product or service

Module 2: The Professional Call Center Agent Skill Set:

- ✓ Are You An Expert?
- ✓ Active Listening
- ✓ Use the Power of Questions
- ✓ Use Best Practice Telephone Customer Care Techniques

Module 3 : Know Your Caller's Personality Style

- ✓ Find out your personality style
- ✓ The communication styles model
- ✓ Dealing with different caller personalities

Competitive review game - *An Exciting review challenge (Power Point Game)*

The Training package includes:

- Self-discovery activity
- Group exploration and facilitator-led discussions
- Best practice theory exploration
- Game-based learning
- Practice exercises
- **Participant Reference Workbook**
- **PowerPoint Slide Presentation**

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