

Duration: 1 Day

Audience: Call center customer service agents and support staff who wish to improve their control over calls and reduce average call handling time.

## For Call Center Managers

- Do your agents have a high call handling time?
- Do you want to improve the service level?
- Do you need agents to control calls better & decrease **AHT** (Average Handling time / Average call handling)?
- Do you want agents to be more efficient & reduce call times?

Participate in this fun, engaging and effective training.



Slides



Exercise sheets

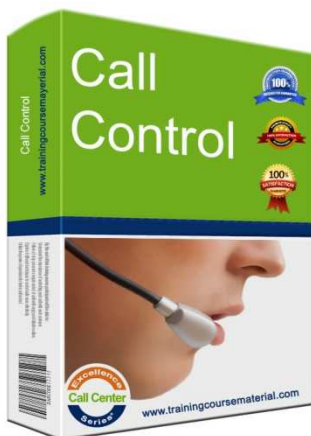


Workbook



Job aids  
and useful forms

- Follow the well-structured format training
- 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

The main focus of this one day tailored training program is to help call center agents reduce their **AHT** - Average Handling time / Average call handling time by equipping them with the required call control and questioning skills needed to effectively control each call more efficiently and help them lead and steer conversations with customers tactfully towards a more structured call flow resulting in a swift and professional answers and resolution of customer issues without compromising customer experience / customer satisfaction.

**AHT** is one of the most important operational metrics and an important indicator for any call center and a key input in scheduling and calculating required staffing. This program will help reduce agents overall **AHT** by helping them optimize their call handling skills enhancing the overall contact center performance to ensure quality of customer service is not diminished but better yet improved.

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## Course objectives:

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

- Understand the importance of controlling each call with each customer.
  - Follow a 3 step process to regain control of calls with angry and talkative callers.
  - Explore 9 different techniques to control calls more effectively.
  - Utilize the power of questions for better call control.
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## Outline of topics

### **Importance of controlling each call**

- ✓ Why is High **AHT** (Average Handling time) a problem?
- ✓ What is call control and why do calls go out of control?
- ✓ Are you an expert?
- ✓ Keeping callers focused on the issue.

### **Using the power of questions:**

- ✓ Importance of questions (Battleship activity).
- ✓ Effectively using open and closed questions to control calls.
- ✓ Types of questions to use.
- ✓ The call control process.

### **Call control techniques:**

- ✓ Beginning the call and taking control – Clarifying the call purpose.
- ✓ Creating an opening questions & establishing call control.
- ✓ Following a pre-defined call structure.
- ✓ Using the caller's name.
- ✓ Bridging – tactfully redirecting the conversation (4 step process).
- ✓ Doing your after call work during the call.

### **Additional call control tips and skill practice activities:**

- ✓ Call control tips.
- ✓ Recorded calls critique session (5 actual good calls + 5 actual bad calls).
- ✓ Why are you calling? (Role play activity).

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

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### **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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