

Call Center for Success

About the Workshop

With this workshop, master the skills needed to face the challenges of a Customer Service Representative position. Guaranteed to turn out top-notch CSRs. Handle calls professionally and effectively. Learn how to keep a positive attitude, even in the most trying situations. Create a self-improvement plan for better service.

Learning Objectives

Upon completion of workshop participants will be able to:

- Win the first impression
- Handle Call center challenges
- Master Professionalism
- Deal with Customers
- Enhance their communication skills
- Shape their attitude

Target Audience

This course will appeal to a wide range of audiences and is intended for customer service and call center representatives.

Topics Covered

- 1. The CSR--A Powerful Voice**
 - a. The CSR's Valuable Role
 - b. First Impressions Count
 - c. The Call Center Challenge
 - d. The Quality Call
- 2. Gaining the Professional Edge**
 - a. Six Elements of Professionalism
 - b. Element 1: Manage the Customer Call
 - c. Element 2: Know Your Products and Services
 - d. Element 3: Be a Team Player
 - e. Element 4: Remain Customer Focused
 - f. Element 5: Take Responsibility
 - g. Element 6: Make a Commitment
- 3. The All-Important Customer**
 - a. Recognizing the Customer's Style
 - b. Tailoring Your Responses
 - c. Guidelines for Analytical and Assertive Customers
 - d. Understanding Your Own Behavioral Style
 - e. Eight Customer Needs
- 4. Building Your Communication Skills**

Ten Essential Communication Skills

 - a. Skill 1: Listening Effectively
 - b. Skill 2: Extending Common Courtesy
 - c. Skill 3: Avoiding Statements That Give the Wrong Impression
 - d. Skill 4: Using the Customer's Language
 - e. Skill 5: Gathering Customer Information
 - f. Skill 6: Satisfying the Angry Customer
 - g. Skill 7: Managing Technology
 - h. Skill 8: Writing Effective Email
 - i. Skill 9: Mental Scripting
 - j. Skill 10: Closing the Conversation
- 5. Attitude--Your Most Important Asset**
 - a. Shaping Your Attitude
 - b. Choosing a Positive Attitude
 - c. The Impact of Stress on Your Attitude
 - d. The Call Center Workload
 - e. Avoiding Office Gossip and Drama

6. **A Plan for Self Improvement**
 - a. Three Steps to Self-Improvement
 - b. Step 1: Take Stock of Your Skills
 - c. Step 2: Define Your Objectives
 - d. Step 3: Develop Your Action Plan

Methodology

- Learning Concepts/Presentations
- Group Activities and Discussions
- Tips and Tools
- Individual and Team Exercises
- Role Plays/Case Studies
- Educational Videos
- Action Plan to ensure Application of the Learning

Duration: 12 hours