

Call Center Agent Development Program



ساعة
Hours **30**

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Program Summary

Whether we choose to embrace them or cannot stand being interrupted by their calls, call centers are a business element that is here to stay. This course will help call center agents learn to make the most of their telephone-based work, including understanding the best ways to listen and be heard. Each phone

interaction has elements of sales and customer service skills.

With a big emphasis on telephone customer service, participants will understand how to use their voice to engage better with customers, portray energy and commitment and understand how positive phrasing can help to deliver a connection with customers and enhance their personal communication and credibility, enhance their confidence and ability to deal with difficult callers. The set also include a best practice training program that focuses on how to establish and maintain control of each call from start to end.





Program Objective

- Understand telephone calls as an important means of communication
- Know the role that body language plays in telephone conversation
- Learn how to be better salespeople by choosing positive language
- Learn how to negotiate
- Personalize interactions with calling customers
- Learn how to build trust and respect with your customers
- Know the rules of personal etiquette, protocol and norms of dealing with others
- Develop a "cheat sheet" for usual telephone calls that can be kept on the desk
- Learn how to manage on-the-job stress
- Ask for and close the sale

Content Outline

Module 1

Verbal & Non-verbal Communication

- The nuances of body language and verbal skills.
- Aspects of verbal communication such as tone, cadence, and pitch.
- Questioning and listening skills.

Module 2

Diplomacy & Negotiation

- How to deliver bad news and say "no" .
- Effective ways to negotiate .

Module 3

Enhancing Communication

- The importance of creating and delivering meaningful messages.
- Tools to facilitate their communication .
- The value of personalizing their interactions and developing relationships.
- Vocal techniques that will enhance their speech and communication ability.
- Personalized techniques for managing stress.

