



# Telephone Customer Service - Find a way to say YES!

**Certificate:** None

**Duration:** 2 Days

**Course Delivery:** Classroom/ Virtual

**Language:** English

**Credits:** 16

## Course Overview:

This fun high energy two day 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.

## Target Audience:

Anybody who is looking to enhance their skills to provide the highest quality support to customers. including Call Center Customer Service Representatives and Agents.

## Learning Objectives:

After completing this course, delegates 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 customers and enhance their personal communication through understanding the basics of customer psychology, rapport building and adapting their communication styles for positive customer interactions.

### **Prerequisites:**

There are no formal prerequisites.

### **Course Materials:**

Students will receive a course manual with presentation slides and reference materials.

### **Technical Requirements:**

For eBooks:

Internet for downloading the eBook

Laptop, tablet, Smartphone, eReader (No Kindle)

Adobe DRM supported software (e.g. Digital Editions, Bluefire Reader)

eBook download and activation instructions

## **Agenda:**

### **Module One: Introduction**

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

### **Module Two: The Professional Call Center Agent MindSet:**

- 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 Three: 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 Four: Know Your Caller's Personality Style**

- Find out your personality style
- The communication styles model

- Dealing with different caller personalities

**Certification:**

Once after the training you receive course completion certificate from Mangates