Training Course:
Develop call center skills

9 - 13 December 2024
Kuala Lumpur (Malaysia)
Royale Chulan Kuala Lumpur

Training Course:
Develop call center skills

Training Course code: PS1985 From: 9 - 13 December 2024 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur Training Course Fees: 5250 ⬜ Euro

Introduction:

Welcome to the "Develop Call Center Skills" training program, designed by Global Horizon Training Center. This program aims to equip participants with the essential skills and knowledge required to excel in a call center environment. By providing comprehensive training in effective communication, customer service, problem-solving, and technical proficiency, we aim to enhance the capabilities of call center professionals and improve overall customer satisfaction.

Objectives:

- Develop effective communication skills to interact confidently and professionally with customers.

- Enhance customer service abilities to ensure high levels of customer satisfaction and loyalty.

- Strengthen problem-solving skills to efficiently resolve customer inquiries and complaints.

- Improve technical proficiency in utilizing call center tools, software, and systems.

- Foster a positive attitude and resilience to handle challenging situations in a call center setting.

Methodology:

This training program employs a dynamic and interactive approach to ensure maximum engagement and knowledge retention. The methodology includes:

- Instructor-led Presentations: Expert trainers will deliver engaging presentations on various call center skills and techniques.

- Group Discussions and Case Studies: Participants will engage in group discussions and analyze real-life case studies to enhance their problem-solving abilities.

- Role-plays and Simulations: Practical exercises and role-plays will be conducted to simulate call center scenarios and allow participants to practice their skills.

- Hands-on Practice: Participants will have hands-on practice with call center tools, software, and systems.

- Q&A Sessions: Regular question-and-answer sessions will be held to address participant queries and concerns.

- Assessments: Regular assessments will be conducted to evaluate participant progress and identify areas for improvement.

Target Audience:

This training program is suitable for both new and experienced call center professionals who wish to enhance their skills and excel in their roles. It is also beneficial for customer service representatives, team leaders, supervisors, and managers who oversee call center operations.

Outlines:

Day 1:

Introduction to Call Center Skills

- Overview of call center operations and industry trends

- Importance of effective communication in a call center

- Active listening techniques for better customer engagement

- Introduction to customer service best practices

Day 2:

Enhancing Customer Service Skills

- Understanding customer needs and expectations

- Building rapport and empathy with customers

- Dealing with difficult customers and complaints

- Handling customer objections and providing solutions

Day 3:

Problem-Solving and Decision-Making

- Problem-solving techniques for call center scenarios

- Analyzing customer issues and identifying root causes

- Developing effective decision-making skills

- Implementing problem resolution strategies

Day 4:

Technical Proficiency in Call Center Tools

- Overview of call center software and systems

- Efficient utilization of customer relationship management CRM tools

- Utilizing call scripts and knowledge bases effectively

- Managing multiple communication channels phone, email, chat

Day 5:

Developing Resilience and Continuous Improvement

- Developing a positive attitude and resilience in a call center environment

- Stress management techniques for call center professionals

- Continuous improvement strategies for personal and team development

- Action planning for implementing learned skills in the workplace

Registration form on the Training Course:
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Person Responsible for Training and Development

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Payment Method

☐ Please find enclosed a cheque made payable to Global Horizon

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