

Foundation Tele-skills

“To effectively communicate, we must realise that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others. “ Anthony Robbins

Purpose

This course will enable new call centre operators to understand the call centre environment and how to deliver excellent customer service over the telephone.

Target Audience

Front line call centre advisers/operators who are new to the call centre environment.

Learning Outcomes

By the end of the course delegates will be able to:

- Understand the role within the context of a call centre
- Identify the knowledge, skills and behaviour required to be an excellent adviser
- Employ communicate skills to match the customer needs
- Demonstrate confident behaviour over the telephone

Key Topics

- The call centre environment and customer perceptions
- The role of the adviser/operator
- Excellent customer service over the ‘phone
- Communication techniques
- Self belief and the impact of behaviour
- Putting it into practice

Course Duration

2 days.