



What's In The Name
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Call Center Excellence Training

Good customer service revolves around careful listening and attending to your customers' needs and desires.

This workshop covers the fundamental skills all call-center agents should be able to demonstrate with ease. It will reduce customer effort, provide proactive solutions, and help customers even faster.

Objectives

- Master the art of telephonic etiquettes and communication
- Strategic understanding of building rapport with the callers and setting a positive tone
- Develop critical and lateral thinking to deal with difficult calls
- Initiate a workable strategy and process that can be further enhanced and developed to benefit self and the team

Recommended Modules:

Keys to Great Communication

This module focuses on communication, call etiquette, and what needs to happen between an agent and a caller for the process to work well. Empower the participants with activities as setting a positive tone, listening and to guide callers through the decision-making process. Learn the formula towards the solution oriented approach using FFF (Feel - Felt - Found), AAA (Ask - Acknowledge - Answer).

How to Open and Close a Telephone Conversations

Cold calls are a very important part of the calling process. Usually, it is the first point of contact with the client. Can we afford to make a mistake? Learn how to make better cold calls to produce results.

Power of Questioning and Probing Skills

This module will throw light on asking the right questions that will get you and your team to master that call. What are questions? What's the importance of asking the right open - ended questions? What harm will a close - ended question do to the sales call/meeting?

We will enhance the (HOOK), improving the chances of a better interaction between agent and the client.

Winning Negotiation Skills and Listening Skills

Have you lost deals due to lack of concrete negotiation? If yes, then we can enhance the style of Negotiations, end - to end mutual winning and style that will be a winner with your customers and you.

Have you lost the client – because of not listening, If yes – this training module will lay emphasis on the power of listening skills and how they contribute towards achieving sales success.

Objection Handling

Objections are important – survival through the process of these objections ensures the path that leads to a closure. Master the art of solving the riddles that are called objections in the world of telecalling.

Non-Traditional and New Closing Skills

ABC Always be closing is the mantra that is the bread and butter of salesmen, regardless of what your team sells. If the closing were weak no matter what – the sale wouldn't happen.

Think on Your Feet –Develop Wit and Smart Conversations to stand apart

As we say common sense is uncommon! Thinking on your feet and approaching conversations with an edge at the client end is an art. This module prepares you for those conversations that you are not prepared for. This module will help consult better, develop unique approach to problem solving, and enhance thinking skills.

Rapport and Relationship Building

People buy from people. We cannot play a game of football without the goal post. Similarly we cannot succeed without building rapport and relationships. This module prepares to break the invisible wall and get into the mode of creating great vibe and relationships that result in a win win at both ends.

Handling Client Situations

This module is designed to help identify the hidden leader in callers. We teach participants simple yet powerful methods to handle difficult situations at the different stages of the call cycle. And how being a strong and thorough consultant can be a rewarding experience. Only a perfectly balanced mantra works in handling the toughest of the client situations. We put strong emphasis on the personal character strengths hence improving the situation handling capability.

Feeling Others' Feelings: Practicing Empathy

Sometimes callers are distressed, unhappy, or unsure. An agent with good empathy skills can mean the difference between a great experience for a caller and one that is merely satisfactory or worse. In this module, we will focus on empathy and how to quickly comprehend the other person's feelings.

Methodology -

Strategy - Requirement Gathering

We plan elicitation by connecting with the subject matter experts to design a targeted training solution. We plug the information into our existing framework and aim to deliver a customized exchange.

Analysis of your existing processes, programs and case studies will also help in collating the right data and information that will be added to the contents of the presentation.

- Role Plays
- Analysis
- 70:30 learning ratio
- Games
- Activities and tasks
- Case studies
- Visual aids
- PowerPoint presentation
- Exchange and Coaching

Training Follow On Strategy*

Impact Analysis Training (IAT) - We will follow up on the post training impact with the participants using various methodologies like quizzes, tests, online questionnaires, peer interaction, interviews, feedback forms, crash courses, real life demonstrations & case studies. The strategy will be developed in collaboration with the Key Stake Holders and the deep analysis of the target audience. A road map will be executed based on the real time information. Within this strategy we will formulate the deliverables like number of hours, number of months, methodology, commercials, frequency and topics.

*** IAT is a follow on strategy which is not covered in the quoted training cost.**