

# Customer Service for Call Center Representatives

## Program Overview

Customer service for a call center representative is primarily about communication and listening. The single greatest barrier to effective communication is your assumption that the message you send is the message that is received. The problem is even greater on the telephone where most non-verbal communication is not a factor. This program is designed to help improve your telephone communication skills. The strategies covered include, defining elements of effective communication, uncovering communication style, benefits of pro-active communication, conflict resolution skills, and scenario practice sessions.

We are experts in how adults learn. In addition to traditional classroom teaching methods, our program is highly interactive. It includes videos to reinforce the classroom materials plus experiential learning exercises and discussions.

## Program Length

Full or half day programs are available.

## Program Objectives

This program will help you improve your telephone communication skills. We will teach you to define elements of effective communication and to uncover your communication style. We will outline the barriers to effective communication and the common causes of miscommunication. You will learn important listening skills (a key to effective communication), how to focus on the caller's needs, and how to resolve conflict. You will gain an appreciation of how these skills impact your company's bottom-line.

## Program Content

1. Primary Modes of Communication
2. Barriers to Communication
3. A positive telephone presence
4. Effective Messaging
5. Active Listening
6. Defusing the irate caller
7. Putting it all together