

## Call Centre Training

Phone skills are a highly valuable tool to have in an employee's skill-set, and Call Centre Training will help provide those skills. This course will help your participants improve their phone skills which will make them more confident, improve sales, and help gain new customers while retaining your current cliental. A more confident employee is also one that is happier, and happier employees will produce happier customers.

In this course participants will learn the skills to improve productivity and performance

### Course Outline

- Call Strategies and buying motives
- Controlling the call and difficult customers
- Reporting incidents
- Phone Etiquette
- Sales and its script
- Speaking Like a Star
- Types of Questions
- Benchmarking
- Goal Setting
- Staying Customer Focused
- The Art Of The Telephone Persuasion
- Telephone Selling Techniques Closing
- Closing the call

### Training methods

- Interactive facilitator lead learning
- Class activities
- Group discussions and case studies
- Practical sessions
- Question and answer sessions
- E-learning
- Role-plays
- Self-assessment tools

### Learning outcomes

Upon the completion of this Course, the learner will be able to:

- Define and understand call centre strategies.
- Identify different types of buying motivations.
- Create SMART Goals.
- Familiarize with strategies that sharpen effective communication.
- Use proper phone etiquette.
- Set benchmarks.

### Prerequisites

The candidate must have completed or be in the process of completing a high school or secondary school diploma or similar educational standards.

### Who Should Attend

- Suitable to all job positions

### Course Duration

The standard duration of this course is 12 contact hours.

### Approvals & Accreditation

- Ministry of Labour, Kingdom of Bahrain
- HABC
- ILM

For more information please feel free to contact:

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