

Call Center Training Fundamentals

Phone skills are a highly valuable tool to have in an employee's skill-set, and Call Center 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.

Call Center Training will lower costs as it can reduce turnover. Participants will learn the skills to improve productivity and performance. This will produce a positive environment throughout your company and help influence the organization as a whole. Evaluating metrics and coaching are also used to make sure the participants are reaching their potential, and to keep their skill-set at a high level.

Workshop Objectives:

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



For more information or to reserve your spot in this workshop, please contact:

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CLASS CONTENT

Module One: Getting Started

Workshop Objectives
Pre-Assignment Review

R=Result
Case Study
Module Six: Review Questions

Module Two: The Basics (I)

Defining Buying Motives
Establishing a Call Strategy
Prospecting
Qualifying
Case Study
Module Two: Review Questions

Module Seven: Types of Questions

Open Questions
Closed Questions
Ignorant Redirection
Positive Redirection
Negative Redirection
Multiple Choice Redirection
Case Study
Module Seven: Review Questions

Module Three: The Basics (II)

Getting Beyond the Gate Keeper
Controlling the Call
Difficult Customers
Reporting
Case Study
Module Three: Review Questions

Module Eight: Benchmarking

Benchmark Metrics
Performance Breakdown
Implementing Improvements
Benefits
Case Study
Module Eight: Review Questions

Module Four: Phone Etiquette

Preparation
Building Rapport
Speaking Clearly- Tone of Voice
Effective Listening
Case Study
Module Four: Review Questions

Module Nine: Goal Setting

The Importance of Goals
SMART Goals
Staying Committed
Motivation
Overcoming Limitations
Case Study
Module Nine: Review Questions

Module Five: Tools

Self-Assessments
Utilizing Sales Scripts
Making the Script Your Own
The Sales Dashboard
Case Study
Module Five: Review Questions

Module Ten: Key Steps

Six Success Factors
Staying Customer Focused
The Art of Telephone Persuasion
Telephone Selling Techniques
Case Study
Module Ten: Review Questions

Module Six: Speaking Like a Star

S= Situation
T= Task
A= Action

Module Eleven: Closing

Knowing when it's Time to Close

Closing Techniques

Maintaining the Relationship

After the Sale

Case Study

Module Eleven: Review Questions

Module Twelve: Wrapping Up

Words from the Wise