



Staff Training & Upskilling

3 Day Workshop

Sales & Customer Service Training for Call Centre Agents

Who should attend?

Love them or hate them call centres are here to stay. This course will help call centre agents learn to make the most of their telephone-based work. During this workshop you will learn and have the opportunity to practice the best ways to listen and be heard. Each phone interaction has elements of sales and customer service skills, during the workshop we will explore these skills in detail and help you as a call centre agent maximise your effectiveness and energise you to achieve maximum performance.

How will you benefit?

- Develop an understanding of the nuances of body language and verbal skills
- Learn aspects of verbal communication such as tone, cadence, and pitch
- Demonstrate an understanding of questioning and listening skills
- Acquire comfort with delivering bad news and saying no
- Learn effective ways to negotiate
- Understand the importance of creating and delivering meaningful messages
- Use tools to facilitate communication
- Realise the value of personalising interactions and developing relationships
- Practice vocal techniques that enhance speech and communication ability
- Personalise techniques for managing stress

What will you cover?

- What's missing in telephone communication?
- Verbal communication
- Questioning and listening skills / Asking the right questions
- Vocal exercises
- Sales by phone
- Staying out of voice mail jail
- Cold and warm calls
- Developing and perfecting a script
- Going above and beyond
- Handling objections
- High impact moments
- Tips for chatty and difficult callers / Stress busting

What is included?

All courses are given by expert facilitators in small interactive classes. The manual and course materials are specific to the course and you will receive a personalised certificate on completion.

How to book?

Email your training requirements to : training@infusion.co.za