



Contact Centre Training

Welcome to the Contact Centre Training.

Call centres often offer some of the most dynamic and challenging kinds of work available. This part is especially true for the customer support agent, who is considered the bridge between the customer and the company, and is therefore often the determining factor of the customer's experience. It paves the way for new experiences as well as challenges any customer support agent on the phone, and so they have to be equally dynamic. Competency, therefore, is an ideal as much as it is necessity. Accordingly, this training course is designed to help participants, particularly customer support representatives and call centre agents, achieve high competency by teaching them key self-motivational techniques, questioning techniques, critical thinking skills, and de-escalation tips and tricks that will greatly help them in their day to day tasks.

Course Overview

You will spend the first part of the session getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

This workshop will help you teach participants how to:

- How to become impressive
- How to remember names and help the client to do also
- Mirroring techniques: Help clients feel instantly comfortable
- Body Language signals: How to read without the visuals
- To use questioning techniques
- Identify the customers' needs earlier
- Closing techniques to create the lasting impression
- Staying in contact
- Creating experience via NLP (Neuro Linguistic Programming)

How To Become Impressive

First, we will illustrate how to become someone that clients remember, in a good way. There are small areas here that make a big difference to the impact your client will get.

How To Remember Names And Help The Client To Do Also

Do you have difficulty remembering people's names? Does your client/customer keep forgetting yours? In this session, we provide insight into how the mind works and how to be able to remember names more effectively.

Mirroring Techniques: Help Clients Feel Instantly Comfortable

Here, participants will learning how to adapt your own body language and tone to build relationships is a valuable skill. We demonstrate how we will naturally mirror other human beings, and by understanding the foundation, we can use this to our advantage to build better relationships.

Body Language Signals: How to read body language without all the signals

Reading the signals that your clients/customers are sending you is important. Your communication skills will become better overall with this session here as we provide some techniques for reading the unseen and unheard language.

To Use Questioning Techniques

Questions can be used to gain information and also for control. Participants here will learn how the Psychology behind questioning techniques can assist us to be better communicators.

Identify The Customers' Needs Earlier

If we can identify the customers need earlier, clients will connect with you quicker and conflict will be easily removed. Participants will learn some super skills in this session.

Closing Techniques To Create The Lasting Impression

Closing conversations effectively can be an acquired skill also. If done correctly you can also create the WOW factor and positively impact your clients impression.

Staying In Contact

Here, participants will learn how to stay in contact with your clients/customers without making them feel uneasy or harassed. Simple yet effective techniques in varying your contact and message.

Creating Experience Via NLP (Neuro Linguistic Programming)

NLP – The language of the mind. We show how to create positive experiences with your clients/customers without actually having them. Great for setting expectations and helping the client learn more about your business.

Workshop Wrap-Up

At the end of the course, students will have an opportunity to ask questions and fill out an action plan.

Visit <https://paramountraining.com.au> for more information or call 1300 810 725