



# Effective Questioning for Call Handlers Training

The way an organisation handles telephone calls can directly impact its success. A poorly handled call could mean that there is not enough information to provide the customer with the service they need, or even cause safety concerns.

This one-day course will teach you how to assess the way call handlers ask questions. Examine the effects of different questions and how they affect call outcomes. The role of technology in telephone call handling and communication will be examined. The tricks and techniques of professional call centres for building rapport, de-escalation and more.

## **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 to:**

- Explanation about the importance of studying conversations.
- Evaluate the consequences of how questions are asked for the kind of information gathered from callers.
- Learn the importance of effective questioning for call handlers.
- Formulate effective questions.
- Identify the role of technology in shaping question-style in call handling interactions.
- Understanding the customer's issue through active and passive listening

### **Understanding Customers**

To begin the session, participants will first learn how understanding customers can help you know when to use which questioning technique.

### **Questioning Skills**

Knowing customer service questioning techniques is a great start. In this session, participants will also need specific customer service skills to accompany this knowledge.

### **Schedule adherence**

In this session participants will fully understand how schedule adherence impacts the call center.

### **Questioning Techniques**

Asking the right questions gives us the information we need when we need it. In this session, participants will learn the effective questioning techniques for call handling.

### **Using technology to communicate over the phone**

This session participants will understand the role of technology in shaping question-style in call handling interactions

### **Workshop Wrap-Up**

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

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