



Effective Questioning for Call Handlers Training

The way an organization handles phone calls can have an impact on its success. If a call is handled poorly it may result in information being provided to the customer or even pose safety concerns.

In this one-day course you will learn how to assess the questioning techniques used by call handlers. We will explore the effects of types of questions and how they influence the outcomes of calls. Additionally, we will examine the role of technology in telephone call handling and communication. You'll also gain insights into the tricks and techniques employed by call centers for building rapport, de-escalation and more.

Course Overview;

During the part of this session, we will spend time getting acquainted with participants and discussing what will be covered in the workshop. Students will also have an opportunity to define their learning objectives.

By attending this workshop, you will be able to;

- Understand why studying conversations is important.
- Assess how different question styles impact the information gathered from callers.
- Recognize the significance of questioning for call handlers.
- Develop strategies for formulating questions.
- Identify how technology influences question styles, in call handling interactions.

Understanding Customers

To start off participants will be introduced to the importance of understanding customers. How it can guide the use of questioning techniques.

Questioning Skills

Having knowledge, about customer service questioning techniques is a foundation. Along with this knowledge participants will also gain customer service skills.

Adhering to Schedules

During this session participants will gain an understanding of how adherence to schedules impacts call center operations.

Effective Questioning Techniques

The ability to ask the questions at the time is crucial. In this session participants will learn about questioning techniques for handling calls.

Utilizing Phone Technology for Communication

This session will focus on exploring how technology plays a role, in shaping question style interactions during call handling.

Wrapping Up the Workshop

Towards the end of the day students will have an opportunity to ask any remaining questions and complete an action plan.

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