

Call Centre Skills

One Day Workshop

Enhance your call centre skills.

The modern call centre is a key nerve centre in many organisations. Front line call centre staff are expected to perform a myriad of tasks with expertise and good humour – which can sometimes be difficult. The skills needed to perform this role are many, varied and different to other customer service and support roles.

This program will give the skills and confidence to provide excellent call centre service. Acorn is Canberra's leading customer service training provider and has worked with many call centres in both the private and public sectors.

OVERVIEW

This workshop covers the following:

- The service our callers expect
- Barriers to communication
- Communication styles
- Giving direction over the phone
- Listening effectively
- Questioning techniques
- Understanding other people
- Difficult people and situations
- Stress and self motivation

COURSE METHOD

We've worked with many small to medium call centres to improve service and morale. Call us if you would like referees' names. Our training is highly interactive. Small class sizes allow for maximum learning. Personal coaching is available.

IN HOUSE TRAINING

Acorn also has a range of customer service programs and other communication skills programs. Each of these can be tailored to suit your people's skill levels and type of work, which have helped organisations from a wide range of industries. Please call John Gleeson to discuss your requirements. Clients we have worked with include: ACCC, APRA, PricewaterhouseCoopers, RPT, MIMS Data Systems, Country Energy.



Enrolment Form – Call Centre Skills

ABN 34 073 999 185

Send this form to Acorn: Fax (02) 6162 2077 or e-mail to bookings@acorntraining.com.au

We will ring you to organise a time to run the session.

Attendee's name	Email address	Phone Number
1.		
2.		
3.		
4.		
Organisation		
Branch/Division		
Address		
Phone #		
Fax #		

Payment Details

Single attendee: \$595

Second and subsequent attendee: \$395

For larger groups please call for a quote

1. Credit Card (Amex, Diners, Visa, MasterCard)

Name _____ Card No _____

Expiry date _____

2. Invoice

Signed off by _____ Name _____

Email invoice to: _____

Terms: Payment is due on or before the day of the session.