



## Call Center Success

### 1 Session –

1-2 Hours of Interactive Training

Who speaks for your organization? The CEO? COO? Or is it a Customer Service Representative (CSR) answering the telephone and talking with customers? The Call Center Success program from LearnKey will help new reps become successful and veterans sharpen their skills. CSRs will learn the six factors of professionalism, how customers behave and what they expect, techniques for more effective communication with customers, and how to keep a positive attitude and continually improve as a CSR.

### About The Author

This training program was produced by **LearnKey** content partner **1 Minute Learning**. 1 Minute Learning maintains relationships with an impressive list of publishers with content covering a wide variety of subject matter areas. 1 Minute Learning also has relationships with a host of subject matter experts who are distinguished authors, trainers, consultants and educators.

### Session 1

#### Section A: The CSR: A Powerful Choice

- Self-Assessment
- You are the Organization
- The CSR's Job
- The Quality Call

#### Section B: Gaining the Professional Edge

- Manage Conversations
- Maintain Knowledge
- Be a Team Player
- Remain Customer-Focused
- Advocacy or Error?
- Personal Responsibility
- Make a Commitment
- Assessment

#### Section C: The All-Important Customer

- Understanding the Customer
- Analytical or Assertive?
- What Do Customers Need?
- Assessment

#### Section D: Building Your Skills

- Listening Effectively
- Common Courtesy
- Wrong Impressions
- Using Common Language
- Gathering Customer Information
- Open or Closed?
- Angry Customers
- You Take the Call
- Managing the Technology
- Writing Effective Email
- Email Aptitude
- Preparing a Mental Script
- Closing the Conversation
- Assessment

#### Section E: Attitude: An Important Asset

- The Impact of Your Attitude
- Plan for Self-Improvement
- Conclusion