



Workshop Overview

Call centre experiences are often the butt of modern-day jokes, re-routing to India, being put on hold for long periods of time only to be cut off, being passed from department to department and dealing with automated voice messaging. It's no wonder customers become irate when they get through to a human being!



Benefits

By attending this two-day workshop, you will develop best practice techniques to motivate your staff and continuously improve performance. You will learn to adopt a more 'customer focused' service delivery and gain the confidence to stimulate high morale within your team.

Outcomes & Content

- ✓ Understanding differing personalities
- ✓ Managing your staff and your customers
- ✓ Factors to consider when recruiting
- ✓ Assertiveness in your communications
- ✓ Understand the personality styles of your people
- ✓ How to get the very best from people
- ✓ Giving motivational and developmental feedback
- ✓ Benchmarking your call centre
- ✓ KPI's, metrics and SMART objectives
- ✓ Setting your strategy
- ✓ Managing and measuring the calls
- ✓ Managing customer expectations
- ✓ Customer Relationship Management (CRM)



Who should attend ?

This workshop would be ideal for newly promoted managers, team leaders or supervisors tasked with the day-to-day management of a busy call centre. This workshop will help them motivate the staff to deliver a high-quality response to challenging customers and exceed callers' service expectations.

