

Delighting Customers For Call Centers



Description: Delighting Customers for Call Centers is an extensive facilitator-led service-skills training program for all Call Centers and Help Desks. In one day or eight one-hour modules, your technical and non-technical phone professionals learn to build customer loyalty with even the most challenging customers while increasing your Call Center productivity and quality.

Participants will learn PILOT Call Monitoring form to assess actual skill use, Call Center Metrics with industry standards and strategic responses, the 32 Phone Rules to establish measurable call quality standards, the GEM (Going the Extra Mile) employee recognition program and the ARC (At-Risk Customers) Yard program for recovering lost customers.

The seminar includes expert designed interactive video-based behavioral learning, accelerated training methods with upbeat, fast paced team activities, simulations, skill drills, competitions and practices, unequaled detailed trainer step-by-step preparation instructions and full-color participant, trainer and room materials.

Goals: To exceed customer's expectations and increase customer's business with your organization through a call center setting.

Participants: Number of participants is flexible. Very large groups can be accommodated.

Objectives: By the end of the workshop, participants will be able to:

- ◆ Restore customer confidence after negative experiences
- ◆ Reduce escalated and repeat calls
- ◆ Delight upset and complaining customers
- ◆ Increase customer self-sufficiency
- ◆ Build rapport and connect with customers
- ◆ Recognize unspoken needs to increase sales
- ◆ Go the extra mile to delight customers

Benefits: Your agents will master "Best Practices" phone skills including: tone of voice, articulation and conversational flow, aligning, empathy and listening, problem-solving, questioning and solution exploring, saying no, providing unpleasant information and negotiating solutions and resolving complaints and saving lost customers.