Macrosoft

Vzdelávanie s trvalým efektom

DOCUMENT

Course syllabus

CATEGORY

Communication skills

TRAINING FORMAT

In Bratislava or online with a lecturer

PRICE EXCL. VAT

189,00 €

PRICE INCL. VAT

232,47 €

including 23 % VAT

PDF SYLLABUS

Call Center - Communication Skills

Clear overview of course topics, training scope and key information.

The "Call Center - Communication Skills" training is intended for call center employees, salespeople and everyone who uses the telephone as the main tool for contact with a client in their work. The training topics provide a clear and understandable introduction to the practical use of advanced communication techniques focused primarily on verbal communication. Participants will try techniques that can multiply the impact and effectiveness of their conversations with clients and at the same time will be able to use them immediately. The training uses elements and procedures of neuro-linguistic programming, which in the area of communication techniques represents one of the most effective methods of self-reflection and improving one's own potential.

COURSE CONTENT

01

Structure of a Phone Call (Introduction, Conversation, Conclusion)

Structure of introducing yourself Most common mistakes when making phone calls Preparation for telephoning: arguments, questions

02

Communication Styles, How to Recognize Them and How to Telephone with Them

Negotiation techniques for a telephone conversation Non-verbal communication during telephoning Telephone communication: Loss of information during telephoning Non-verbal elements during telephoning: (voice modulation and smile)

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03

How to Attract the Client's Attention, Questioning Techniques

Closed and open questions, client support, starting the conversation Detection of client needs, active listening Active listening techniques (paraphrase, questions, expression of understanding)

04

Problem Phone Call

aggressive client passive client refusing client complaint

05

Selected Techniques of Assertive Call Management

"Broken record" "Open door"

This document serves as an informational overview of the course syllabus. Current dates, venue and availability are listed at Macrosoft.sk.

https://www.macrosoft.sk/en/courses/call-center-communication-skills