

Call Centre Operator Skills

The programme is designed to give participants the practical knowledge and skills that will equip them to successfully operate within a call centre. The workshop combines technical knowledge with soft skills, such as communication and stress management.



COURSE DURATION: 2 DAYS



About the course

SETQAA Accreditation
Services SETA - Decision Number 2072
NQF Level: 5
Credits: n/a

Target Audience

The target audience would typically consist of call centre staff, call centre managers and supervisors or any person interested in call centre operator skills.

Training Methodology

The workshop is a highly interactive one, where participants use games, simulation exercises and workplace case studies to gain the necessary knowledge and skills. Furthermore, learners will make use of examples from their own organisations, thus ensuring that the learning is anchored at their workplace. As with all Quintica training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.

Course Outline

This 2 day course will cover the following modules:

Module 1: Introduction to call centre operator skills:

- The role and function of the call centre operator
- Knowledge, skills and attitude of the call centre operator
- Understanding the organisational role of call centres
- The basics of frontline excellence

Module 2: Call centre telephone skills:

- Basic telephone skills
- Time spent on calls
- Managing call boundaries
- Sticking to the point
- Solving the problem
- Closing the call

Module 3: Effective call centre communication:

- Verbal skills
- Voice skills
- Listening skills
- Questioning skills

Module 4: Managing call centre stress:

- Understanding call centre stressors
- Main causes of call centre stress
- Developing stress hardiness
- Managing call centre stress

Module 5: Working with difficult customers:

- Assertive problem solving
- Seven steps to handling difficult customers
- Staying calm and effective
- The danger of prejudice in customer service practice

Module 6: Providing customer delight:

- Understanding what customers want
- Pitfalls to effective customer service
- The art of under-promising and over-delivering
- Turning customers into fans

Bookings and Enquiries

Kenya: +254 20 444 2900
South Africa: +27 11 575 4320
UAE: +971 4 426 7303

Email: training@quintica.com