



Developing a Top Performing Call Centre



How to Develop a Top Performing Call Centre Training

Date: In-House Course your requested date

Promotion Valid from Nov 2018 till 28 February 2019

Learn it. Live it. Share it.



LEVEL 2 B-BBEE Verification Status | 125% Procurement Recognition | ACCREDITED with the Services Seta | Accreditation No. 12472

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1. COURSE OBJECTIVE

Phone abilities are a highly important tool to have in a worker ability-set, as well as Call Center Training can help supply those abilities. This particular program can help your delegates improve their particular phone abilities which will make them more confident, improve sales, as well as help gain brand new customers while retaining your current clients. A far more confident worker is also 1 that is happier, as well as happier staff members will produce happier customers.

2. COURSE CONTENT

Delegates will discover the abilities to improve productivity as well as performance. This particular will produce a positive environment throughout your business as well as help impact the business as a whole. Evaluating metrics as well as coaching are also used to make sure the delegates are reaching their particular potential, as well as to keep their particular ability-set at a high level.

Module 1: The Basics

- Establishing a call strategy
- Defining buying motives
- Prospecting
- Controlling the call
- Getting beyond the gate keeper
- Reporting
- Challenging customers

Module 2: Phone Etiquette

- Generating rapport
- Preparation
- Effective listening
- Speaking clearly- tone of voice

Module 3: Tools

- Utilising sales scripts
- The sales dashboard
- Making the script your own

Module 4: Speaking like a star

- S=scenario
- T=task
- A=activity
- R=Results

Module 5: Essential Steps

- 6 achievement factors
- The ability of telephone persuasion
- Staying customer focused
- SMART objectives
- Overcoming limitations

Module 6: Closing

- Knowing when it is time to close
- After the sale
- Maintaining the relationship
- Concluding
- Closing techniques

3. INVESTMENT

Cost per Delegate: R1450.00

Cost for Groups of more than 10 delegates: R1250

Cost per delegate includes:

- *Facilitation of 1 day*
- *Delegate workbook*
- *Catering for delegates*
- *Certificate of Completion*

4. POST COURSE ASSISTANCE

“Contact the Coach” – Learning for Business Results

Raising the Standards offers a continued learning relationship providing free access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.

Prepared By:

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REGISTRATION FORM

Company	
Contact Name	
E-mail	
Telephone	
Nature of Business	

Delegate Name	E-mail Address
1.	
2.	
3.	
4.	

WHERE DID YOU HEAR ABOUT THIS COURSE? _____

AUTHORISATION

Name: Sign:

Position: Date:

Registration fee covers learning material, refreshments during the break, lunch and any parking fees.

Payment Method: Please indicate the payment method by ticking the appropriate box:

Credit Card Bank Deposit Electronic Transfer

Please Note – Registration and Attendance

1. Registration forms with full details are required to enable Raising the Standards (Pty) Ltd. to provide quotations and invoice for payment
2. Payment shall be made upon receipt of invoice
3. Registration and attendance shall be confirmed only once payment has been made prior to the course
4. No-show's will not receive refunds for payments
5. Cancellations shall be submitted in writing to Raising the Standards (Pty) Ltd. at least ten (10) working days before the event to qualify for a 75% refund

BANKING DETAILS:

Bank: First National Bank
 Account Name: Raising the Standards Solutions (Pty) Ltd.
 Account Number: 62439116684
 Branch Name: Lynnwood
 Branch Code: 252045