

Call Center Training Program

Call Center Training Program is a comprehensive course designed to equip anyone with communication and leadership skills required for a call center job.

Pre-requisite: Fundamentals of the English Grammar

Target Audience:

This course is specifically designed for individuals who are interested developing a career in the Call Center industry. This course also aims to develop the confidence of an individual in communicating with other people, which is an essential skill in any organization.

They work as:

- Technical Support
- Customer Representatives
- Help Desk

In:

- Call Center Industry
- Customer Care departments of Organizations
- The Academe

Modules:

1. Communication Skills & American Accent
2. Technical – Computer Skills
3. British Accent
4. Call Center Leadership

General Outline:

- **Communication Skills & American Accent**
 - Overview of the Call Center Industry
 - Communicating Effectively in the Call Center Industry
 - Rendering Quality Customer Service
 - Sales, Negotiation & Telemarketing
 - Workshops (i.e., Call Simulation, Public Speaking)
 - I.T. Essentials (MS Office Basics)

No. of Hours: 40 Hours

- **Technical – Computer Skills**
 - Computer Fundamentals
 - Office Applications
 - PC Troubleshooting & Networking

No. of Hours: 40 Hours

- **British Accent**

No. of Hours: 30 Hours

➤ **Call Center Leadership**

- Concept of Leadership
- Communication and Leadership
- Human Behavior and Leadership
- Motivation and Leadership
- Leading
- Leadership Styles
- Meetings

No. of Hours: 24 Hours