

Call Center Success: Essential Skills for CSRs (1st Edition)

Course Specifications

Course Number: CCT-006_rev4.0

Course Length: Self-study or Classroom Training

Course Description

The 50-Minute Manager Series was designed to cover critical business and professional development topics in the shortest time possible. Our easy-to-read, easy-to-understand format can be used for self-study or classroom training, or even office training. With a wealth of hands-on exercises, the 50-Minute books keep you engaged and help you retain critical skills.

With this self-paced book, master the skills needed to face the challenges of a Customer Service Representative position. Guaranteed to turn out top-notch CSRs. Handle calls professionally and effectively. Learn how to keep a positive attitude, even in the most trying situations. Create a self-improvement plan for better service.

Course Objective: The learning objectives for Call Center Success are listed below. They have been developed to guide you, the reader, to the core issues covered in this book.

The Objectives of this book are:

- To explain the basics of providing high quality customer service
- To describe the six elements of professionalism
- To explore how to understand and respond to customer needs
- To provide techniques for building effective communication skills
- To discuss the importance of a positive attitude
- To describe how to create and use a self-improvement plan

Course Content

Part 1: The CSR--A Powerful Voice

The CSR's Valuable Role
First Impressions Count
The Call Center Challenge
The Quality Call

Part 2: Gaining the Professional Edge

Six Elements of Professionalism
Element 1: Manage the Customer Call
Element 2: Know Your Products and Services
Element 3: Be a Team Player
Element 4: Remain Customer Focused
Element 5: Take Responsibility
Element 6: Make a Commitment

Part 3: The All-Important Customer

- Recognizing the Customer's Style
- Tailoring Your Responses
- Guidelines for Analytical and Assertive Customers
- Understanding Your Own Behavioral Style
- Eight Customer Needs

Part 4: Building Your Communication Skills

- Ten Essential Communication Skills
- Skill 1: Listening Effectively
- Skill 2: Extending Common Courtesy
- Skill 3: Avoiding Statements That Give the Wrong Impression
- Skill 4: Using the Customer's Language
- Skill 5: Gathering Customer Information
- Skill 6: Satisfying the Angry Customer
- Skill 7: Managing Technology
- Skill 8: Writing Effective Email
- Skill 9: Mental Scripting
- Skill 10: Closing the Conversation

Part 5: Attitude- Your Most Important Asset

- Shaping Your Attitude
- Choosing a Positive Attitude
- The Impact of Stress on Your Attitude
- The Call Center Workload
- Avoiding Office Gossip and Drama

Part 6: A Plan for Self Improvement

- Three Steps to Self Improvement
- Step 1: Take Stock of Your Skills
- Step 2: Define Your Objectives
- Step 3: Develop Your Action Plan

Recommended Reading