CALL CENTRE CUSTOMER EXCELLENCE

WITH NLP TECHNIQUES

OVERVIEW

Do you think the power of the tone can make a person to see or feel about the product or service that you want to sell? Do you think if the call centre staff can recognize their needs and change their mind to feel their expectations will help to communicate better with your clients who are inquiring to purchase your services? This two day call center customer excellence program using Neuro Linguistic Programming will transform the minds of the staff to understand the customer as they are present in front of them. Throughout the program call center agents discover that it's truly up to them to make a difference by changing their attitude, thinking patterns and directly responsible for the success of the business.

COURSE OBJECTIVES:

By the end of this training course participants will be able to:

- Understand the importance of their role and the responsibility towards the company image
- Creating positive beliefs system when dealing with every customer
- List the attitudes, skills, and knowledge required to be a professional customer care representative
- How to understand the customer needs
- Explain the basics of customer psychology, rapport building, and adapting their communication styles for positive customer interactions.
- Create stronger connections with customer and enhance their perception

TARGET AUDIENCE
Call center customer service agents

OUTLINE OF TOPICS:

MODULE 1: INTRODUCTION:

- Call centre agent is a power house
- The perfect call center agent can create great value
- Attitudes, skills, and knowledge can create a Brand
- The professional call center agent skills set, mind set and customer knowledge

MODULE 2: THE PROFESSIONAL CALL CENTER AGENT MIND SET

- First impressions – voice recording activity
- Characteristics of high performing service providers
- Logic and emotion when it comes to buying or
- continuing to use a product or service

MODULE 3: THE PROFESSIONAL CALL CENTER AGENT SKILL SET

- Are you an expert?
- Active listening
- Use the power of questions
- Use best practice telephone customer care techniques

MODULE 4: KNOW YOUR CALLER'S PERSONALITY STYLE

- Find out your personality style
- The communication styles model
- Dealing with different caller personalities

MODULE 5: SELL THE CONVENIENCE AND NOT THE PRICE

- Understand the internal representation system
- Understand the winning predicates
- Sell the values to the customer to increase convenience

Duration: 2 Days