

## *Call Centre Skills*

### **Two Day Workshop**

*Enhance your call centre skills.*

#### **CONTEXT**

The modern call centre is a key nerve centre in many organisations. Front line call centre staff are expected to perform a myriad of tasks with expertise and good humour – which can sometimes be difficult. The skills needed to perform this role are many, varied and different to other customer service and support roles.

This program will give the skills and confidence to provide excellent call centre service. Acorn is Canberra's leading customer service training provider and has worked with many call centres in both the private and public sectors.

#### **OVERVIEW**

**This workshop covers the following:**

- The service our callers expect
- Barriers to communication
- Communication styles
- Giving direction over the phone
- Listening effectively
- Questioning techniques
- Understanding other people
- Difficult people and situations
- Stress and self motivation

#### **COURSE METHOD**

We've worked with many small to medium call centres to improve service and morale. Call us if you would like referees' names. Our training is highly interactive. Small class sizes allow for maximum learning. Personal coaching is available.

#### **IN HOUSE TRAINING**

Acorn also has a range of customer service programs and other communication skills programs. Each of these can be tailored to suit your people's skill levels and type of work, which have helped organisations from a wide range of industries. Please call John Gleeson to discuss your requirements. Clients we have worked with include: ACCC, APRA, PricewaterhouseCoopers, RPT, MIMS Data Systems, Country Energy.

## Enrolment Form - Call Centre Skills

Send this form to Acorn: Fax (02) 6217 7001 or e-mail to courses@acorntraining.com.au

Venue – Acorn Training Centre: 74 Townshend St Phillip

**Course date:**

**Time:** 9.00 a.m. to 5.00 p.m.

Person 1	_____	e-mail	_____	date	_____
Person 2	_____	e-mail	_____	date	_____
Person 3	_____	e-mail	_____	date	_____
Person 4	_____	e-mail	_____	date	_____
Person 5	_____	e-mail	_____	date	_____
Person 6	_____	e-mail	_____	date	_____

Organisation \_\_\_\_\_ Branch/Division \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_

Phone No \_\_\_\_\_ Fax No \_\_\_\_\_

### **Payment Details**

Total price \$995 x \_\_\_\_\_ attendees = \$\_\_\_\_\_ \$895 early bird price (early bird applies up to three weeks before the date of the workshop).

#### **1. Credit Card** (Amex, Diners, Visa, MasterCard)

Name \_\_\_\_\_ Card No \_\_\_\_\_

Expiry date \_\_\_\_\_

#### **2. Invoice**

Signed off by \_\_\_\_\_ Name \_\_\_\_\_

Email invoice to: \_\_\_\_\_

Terms: Payment is due on or before the day of the course. Cancellation is accepted more than 7 days prior to the course date otherwise another person may be substituted. You have purchased a place on the date shown above; changing your booking to a later day incurs an administrative fee. We suggest you send a substitute if you can't come at the last minute.

**Ph: 02 6217 7000**

**Fax: 02 6217 7001**

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