

# Online Call Centre Training

Whether we choose to embrace them or cannot stand being interrupted by their calls, call centers are a business element that is here to stay. This course will help call center agents learn to make the most of their telephone-based work, including understanding the best ways to listen and be heard. Each phone interaction has elements of sales and customer service skills, which we will explore in detail throughout this energizing and relevant training.

**Contact us /What'sapp Business: 0718374853 for more information**

## What Will Students Learn?

- ❖ The nuances of body language and verbal skills
- ❖ Aspects of verbal communication such as tone, cadence, and pitch
- ❖ Questioning and listening skills.
- ❖ Ways of delivering bad news and saying no
- ❖ Effective ways to negotiate
- ❖ The importance of creating and delivering meaningful messages
- ❖ Tools to facilitate communication
- ❖ The value of personalizing interactions and developing relationships.
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- ❖ Vocal techniques that enhance speech and communication ability
- ❖ Techniques for managing stress.

## Online Training

### What Topics are Covered?

- ❖ Verbal communication techniques
- ❖ Who are your customers?
- ❖ Listening skills
- ❖ Asking the right questions and saying no
- ❖ Taking messages and using voice mail effectively
- ❖ Vocal exercises
- ❖ Cold and warm calls, including developing a script
- ❖ Going above and beyond and high impact moments
- ❖ Handling objections and closing the sale
- ❖ Negotiation techniques
- ❖ Tips for challenging callers
- ❖ Phone tag and getting the call back
- ❖ Stress busting
- ❖ Call Centre trends

## NB

- ❖ Instructed by online expert facilitator
- ❖ Small, interactive online classes
- ❖ Specialized Manual and course materials
- ❖ Certificate of Completion
- ❖ Required investment to enroll for the Short Course: **R1500**
- ❖ **Deposit: R 800** and balance of **R 700** to be paid before writing final exam.
- ❖ Training time frame : **3 weeks**

## Banking Details

**Bank Account** : Cornerstone Supreme  
**Bank** : FNB  
**Account** : 62653109283  
**Reference** : Use your name as reference

## School Credential

**Service Provider** : Cornerstone Supreme  
**SETA Accreditation** : 12255  
**BANKSETA Accreditation** : Bank-Corne180502

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