



CICCR

Certified International Call Center Representative

About this course

A well-trained Call Centre is the heart of any operation. Call Centre employees who possess skill and professionalism, who know how to handle a great variety of situations, will be an asset to any organisation. Call Centre training will allow the employee to enter their work area with confidence knowing they are equipped to answer questions and overcome objections and ultimately close the deal. This program certification is offered from the ICBC - Institute of Certified Business Consultants in USA.

Course Modules

Module 1: Introduction To Call Center Soft Skills:

- Expectations
- What is a Call Center?
- Why Do They Call?
- Caller Satisfaction
- Why Do Customers Leave?
- What are the Customer Values!
- Customer Service Professionalism
- What Drives Our Actions?
- Customer Service Overview
- Customer Expects
- How Important is Tone
- How Meaning is Communicated
- Voice Quality
- Barriers to Listening
- Communication Skills

- Proper Phone Techniques
- Create a Positive Telephone Image
- Call Closing
- Negative Phrases
- Positive Phrases
- Questions Types
- Call Quality
- Two-Way Communication
- Barriers to Effective Communication
- Techniques for Effective Listening
- Putting Caller on Hold
- Transferring the Caller
- Closing Tie Downs
- Professional Phrases
- Handling Talkative Callers

Module 2: Complaint Handling Basics

- The cause of customer complaints
- The benefits of handling complaints effectively
- The learning value of complaints
- Complaining customers can get angry
- Summary and suggestions

Module 3: Active Listening

- The importance of listening
- Passive versus active listening
- Steps in active listening
- Words to encourage the other person to do most of the talking

Module 4: Anger Diffusion and Objection Handling

- Treating anger as an emotional state
- Recognizing anger
- Diffusing other people's anger
- How to apologize without admitting guilt
- Transition from anger to diffusion

- Prerequisites to handling objections
- Recognizing and objection
- Handling objections
- Moving to safer grounds
- Summary and suggestions

Module 5: Mediation and Negotiations

- Prerequisites to mediation
- Recognizing the parties
- Define your role as a third-part solution broker
- Mediation steps
- Mediation results
- Summary and suggestions

- Prerequisites to negotiations
- Steps in negotiating
- Understanding bargaining chips
- Negotiation styles
- Negotiation results
- Summary and results



Program Duration

The Program is covered in 15 hours delivered on 5 sessions – 3 hours per session.

Professional Designation

Successful candidates will be granted the Call Center Certification after sitting for a three hour examination.