



Contact Centre

Contact Centre - Online
Training Course - CPDUK Accredited



Corporate
Member

The CPD Certification Service



OVERVIEW

Welcome to The Mandatory Training Group's online Contact Centre training course. All our online training courses, programmes and qualifications are accredited by the CPD Certification Service (CPDUK).

Customers want a well-educated agent when they contact a business. They want to know that the person answering their questions knows what they are talking about. Training your staff, and giving them the information that is needed to assist your customer base is paramount effectively.

With our online Contact Centre training course, participants will gain the knowledge to provide a great customer experience. They will develop skills on how to deal with demanding costumers, build rapport, and excellent listening skills. All of these skills combined will provide an increase in overall customer satisfaction throughout your organisation.

Contact Centre – E-Learning Course – CPDUK Accredited

- ◆ Study method – Online, self-paced
- ◆ Estimated duration (Indicative CPD hours) – 4 hours
- ◆ Course format – Online (24/7 access)
- ◆ Entry requirements – no prerequisites required
- ◆ Assessment type – Complete end of course assessment (80% needed to pass and gain CPD certificate)
- ◆ Certification/Qualification – Downloadable CPD certificate
- ◆ Cost(s) of assessment and certification – Assessment and certification costs included in the course price
- ◆ Course accreditation – CPD Certification Service (CPDUK)
- ◆ Course access – Part-time (1-year access)
- ◆ Course delivery – via desktop PC/MAC, laptops, tablets or smartphones.

Who is the course for?

This online Contact Centre training course was developed for customer service staff working in a call centre (call centre).

For many people, the term Contact Centre relates to sales calls and telemarketers. There are so many avenues that a contact centre can be of assistance within a company that does not pertain to sales calls. A contact centre can provide customer support, information technology support, and much more.

Course aims

With our online Contact Centre training course, participants will discover the essential elements of being a productive employee of a contact centre.

The key to having a great customer experience using a contact centre is in training. A well-trained contact centre can be the difference between gaining more customers and losing customers. Customers want a well-educated agent when they contact a business. They want to know that the person answering their questions knows what they are talking about. Training your staff, and giving them the information that is needed to assist your customer base is paramount effectively.

Learning outcomes

The learning outcomes of this online Contact Centre training course are to:

- ◆ Know how to get management involved in training
- ◆ Know why peer training works
- ◆ Understand that manners are essential with a contact centre
- ◆ Know how to build rapport with the callers
- ◆ Know how to deal with demanding customers.

What is covered in this course?

This online Contact Centre training course includes the following:

Module 1: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module 2: It Starts at the Top

- Create an Open Culture
- Understand Goals
- Understand Agents' Responsibilities
- Identify Education Opportunities
- Case Study
- Module Two: Review Questions

Module 3: Peer Training

- Top Performing Employees
- Discuss Role with Company
- Critique Previously Recorded Calls
- Cross-Training
- Case Study
- Module Three: Review Questions

Module 4: How to Build Rapport

- Smile in Your Voice
- Engage in Small Talk
- Listen, Acknowledge, and Empathize
- Be Yourself
- Case Study
- Module Four: Review Questions

Module 5: Learn to Listen

- Allow Customer to Talk
- Avoid Judgment
- Take Notes
- Recap the Call
- Case Study
- Module Five: Review Questions

Module 6: Manners Matter – Etiquette and Customer Service (I)

- Scripting
- Dead Air
- Tone & Inflection
- Saying it the Right Way
- Case Study
- Module Six: Review Questions

Module 7: Manners Matter – Etiquette and Customer Service (II)

- “Reading” Your Customers
- Properly Transferring Calls
- Going the Extra Mile
- Limit Information
- Case Study
- Module Seven: Review Questions

Module 8: Handling Difficult Customers

- Keep Calm
- Listen, Repeat, and
- Avoid Placing Blame
- Solve the Problem
- Case Study
- Module Eight: Review Questions

Module 9: Getting the Necessary Information

- Have a Checklist
- Linear Thinking
- Open-Ended Questions
- Close-Ended Questions
- Case Study
- Module Nine: Review Questions

Module 10: Performance Evaluations

- Consistent Service
- Abandoned Calls
- Speed of the Answer
- Length of Call
- Case Study
- Module Ten: Review Questions

Module 11: Training Doesn’t Stop

- Evaluate Progress
- Get Feedback on Training
- Kudos to Deserving Employees
- Have Monthly Meetings
- Case Study
- Module Eleven: Review Questions

Module 12: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Why is this online Contact Centre training course essential?

Customers expectations for service are always increasing, and call centre training is a crucial part of the puzzle. Improving performance management and training best practices in the call centre is key to keeping your customers happy.

Customers rely only on those organisations where they get a quicker solution to their problems and get to interact with skilled agents. This is why the agents need to be provided with good quality Contact Centre training for meeting the client’s expectations.

[Click Here to Buy this Course](#)



HOW IT WORKS

Instant Access

- Gain instant access to your course(s) upon purchasing through our website
- Login credentials are sent immediately to the customer to the email address provided during the checkout process
- We also advise all customers to check their spam and junk mail folders in case your mail server has diverted the email there

Online Support 24/7

- Customer service teams interact with clients through email and live chat support.

Refund policy

- To request a refund, you should email our support team with your receipt stating why you would like to be reimbursed.
- You, or your learners, must not complete the training to make a valid refund claim.
- Any courses that have been completed and those with certificates achieved will not be valid for a refund.

Learn Anytime, Anywhere, On Any Device

- Learn at your own pace, at a time and place convenient to your circumstances
- Individual learners can access their course material(s) 24/7 for 365 days from the date of purchase
- In the case of organisations that order multiple licences for future use, the countdown will start when learners are allocated to the training course(s)

Assessment and Certification

- Unlimited attempts to complete end of course assessments
- On successful completion, download, print/save quality-assured CPD certificate

100% Money Back Guarantee

- We want you to be completely satisfied with your training. We offer a 14-day money-back guarantee if you are not 100% satisfied.

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ACCREDITATION

End of course assessment

At the end of this course, learners are required to complete an online end of course assessment. On successful completion of the assessment (80% pass mark), learners may download a FREE CPD certificate from their profile page.

Certification

On successful completion of this e-learning course and end of course assessment, the learner may download, save and/or print a quality assured CPD certificate (recognised internationally). Our CPD certificate can be used to provide evidence for compliance and audit or Continuing Professional Development (CPD).

Course accreditation

The CPD Certification Service accredits all our online training courses and programmes as conforming to universally accepted Continuous Professional Development (CPD) guidelines.



[Click Here to Buy this Course](#)



Mandatory Training Group

WHY CHOOSE OUR ACCREDITED E-LEARNING COURSES?

The benefits of using our accredited e-learning courses in the workplace include:

- CPDUK accredited e-learning provider
- Ofqual approved training centre (UK qualifications)
- Internationally recognised CPD and Ofqual approved certificates
- Wide range of courses and qualifications that meet UK legislation and guidelines
- Over 500 online courses and programmes that cover multiple sectors
- Free blended learning environment for individuals and organisations
- Immediate access to online courses and programmes
- Highly interactive e-learning portal
- Substantial cost reductions (no travel fees and other expenses)
- Self-paced online learning
- Low carbon footprint through e-learning
- Repository of online learning materials and assessments
- Fully qualified and experienced trainers, instructors and assessors
- Experienced subject matter experts and content developers
- Conversion of existing classroom courses to e-learning courses
- All training courses meet the latest guidance and best practice recommendations.

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Civility in the Workplace Training Course for Global Executives

"YPO is the premier global leadership organisation for more than 28,000 chief executives in over 130 countries and the global platform for them to engage, learn and grow. We approached The Mandatory Training Group to develop an online training programme focusing on improving workplace civility. Their team developed excellent learning materials tailored to our organisational needs. With their support, we rolled out the civility in the workplace training programme to over 300 executives around the world."

Nicolle Billmyre, YPO, Texas, USA



City and Hackney

Clinical Commissioning Group

Counter Fraud, Bribery and Corruption Training for NHS Providers

"NHS City and Hackney Clinical Commissioning Group (CCG) is an NHS organisation led by local GPs. The Mandatory Training Group provided us with tailored courses focussing on tackling fraud, corruption and bribery for all our staff across various sites. The e-learning courses helped us to meet statutory and regulatory requirements".

Harriet Griffiths, NHS City and Hackney CCG, London, UK



Accredited Training Courses, Programmes and Regulated Qualifications

"Reed is the largest platform for jobs, recruitment and courses in the UK. The Mandatory Training Group is one of our most trusted providers of continuing professional development (CPD) programmes and regulated qualifications. They have provided us with a wide range of learning materials ranging from soft skills, personal development, health and safety, among others. These courses help many job seekers to improve their skills and comply with the current UK and European laws".

Mansh Bhatti, Reed Courses, London, UK

“When we set up our business, we were looking for a reliable training provider for the healthcare multi-disciplinary team (MDT). We worked with The Mandatory Training Group to establish our training needs for each group of professionals. Their experience was invaluable, helping us to design new courses and assessments to meet the commissioners’ and regulatory requirements”.

Anne Joy, OSD Healthcare, Hemel Hempstead, UK



Healthcare choice for **everyone** **Statutory and Mandatory Training for Healthcare Providers**

“All our senior clinicians were delighted with the delivery of the mandatory training courses. They found the course leaders to be very flexible with allocating more time to certain areas at request. The course contents that LearnPac had designed were tailored to our workforce, which helped them improve their understanding of the subjects. The application of legislative concepts to practice was excellent”.

Sophie Hartley-Jones, OneHealth Group, Sheffield, UK



Online Training and Development for the Public Sector

“We work with various public sector organisations. Statutory and mandatory training is essential for all our placements. We used LearnPac for the blended learning environment they provide for our staff. The online statutory and mandatory training courses adequately meet our regulatory requirements. LearnPac’s learning management system enabled us to manage our learners and quickly sort out compliance for our workers. The flexibility of pricing and meeting our needs with the mandatory training was beneficial.”

David Sanchez, Eden Brown Synergy, London, UK



Blended Train the Trainer Courses for Healthcare Providers

“We were looking to provide resuscitation and first aid training for clinical and non-clinical staff internally. The Mandatory Training Group stood out because they provide comprehensive blended learning solutions. Our internal trainers and facilitators were able to complete the theory training and assessments in advance. The practical sessions were packed with meaningful activities throughout the day. The lead trainers also helped us to complete training needs assessments”.

Kate McLoughlin, Nuffield Health, Bournemouth, UK

LEARN. DEVELOP. COMPLY.

The Mandatory Training Group is the leading UK provider of accredited statutory and mandatory training courses for all sectors, including health and social care, education, local government, private and charity sectors.

We have supported over one million learners to reach their potential through e-learning courses and qualifications using our interactive online learning portal.

WEBSITE

[The Mandatory Training Group - Online Training Courses](#)

WORKING HOURS

Mon - Fri / 9:00AM - 5:00PM

Online Training Courses, Programmes & Qualifications

The Mandatory Training is the leading UK provider of accredited online courses, programmes and qualifications in the following categories:

1. Business and Entrepreneurship
2. Health and Safety
3. Health and Social Care
4. IT and Cyber Security
5. Leadership and Management
6. Mental Health Awareness
7. Microsoft Office
8. Personal and Professional Development
9. Statutory and Mandatory Training
10. Soft Skills Development