



Call Centre Training

⇒ Course 01: Phone-Based Customer Service

- Module 1: Introduction to Customer Service
- Module 2: What's Different about Good Customer Service?
- Module 3: Customer Relationship Management
- Module 4: Customer Service Communication Strategies
- Module 5: Aspects of Phone Etiquette
- Module 6: Building Rapport Over the Phone
- Module 7: Inbound and Outbound Calls
- Module 8: Active Listening and Managing Tough Callers
- Module 9: Managing Interoffice Calls and Voicemail
- Module 10: Problem Solving over the Phone
- Module 11: Intra Organisation Dealings
- Module 12: Measuring Customer Service

⇒ Course 02: Customer Relationship Management

- Module 01: Introduction to Customer Relationship Management (CRM)
- Module 02: CRM Fundamentals
- Module 03: CRM Strategies CRM Strategies
- Module 04: Data Analysis in CRM
- Module 05: CRM Databases
- Module 06: Deepening Customer Relationship
- Module 07: Handling Customer Complaints
- Module 08: Future of CRM

⇒ Course 03: Customer Service Management

- Module One – Customer Service : Who We Are and What We Do
- Module Two – Customer Service : Establishing Your Attitude
- Module Three – Customer Service : Identifying and Addressing Customer Needs
- Module Four – Customer Service : Generating Return Business
- Module Five: In-Person Customer Service
- Module Six – Customer Service : Giving Customer Service over the Phone
- Module Seven – Customer Service : Providing Electronic Customer Service
- Module Eight – Customer Service : Recovering Difficult Customers
- Module Nine – Customer Service : Understanding When to Escalate

⇒ Course 04: Sales: Psychology of Customers

- Introduction
- Introducing A.S.K - concentrating on 'A' for ATTRACT.
- Section 3 The 'S' of A.S.K. - SERVING
- Section 4 The K of A.S.K
- Section 5 ...And lastly...

⇒ Course 05: Telesales Executive Training

- Module 1: Introduction to Tele Sales Executive Training
- Module- 2: All About Telemarketing
- Module 3: Elevate Sales on Telephone
- Module 4: Prospective Telephone-Sales Expert
- Module 5: The Right Words and Phrases to Use on a Sales Call
- Module 6: Preparing The Call
- Module 7: Opening The Call
- Module 8: Structuring The Call
- Module 9: Verbal Communication Skills
- Module 10: Dealing with Objections
- Module 11: Closing the Sale/ Gaining Commitment
- Module 12: Dealing with Rejection
- Module 13: Close a Sale Call
- Module 14: Increasing your Earnings by Expanding Sales

⇒ Course 06: Negotiation Essential Skills - Level 3

- Module One - Negotiation Skills: Understanding Negotiation
- Module Two - Negotiation Skills: Getting Prepared
- Module Three - Negotiation Skills: Laying the Groundwork
- Module Four - Negotiation Skills: Phase One — Exchanging Information
- Module Five - Negotiation Skills: Phase Two — Bargaining
- Module Six - Negotiation Skills: About Mutual Gain
- Module Seven - Negotiation Skills: Phase Three — Closing
- Module Eight - Negotiation Skills: Dealing with Difficult Issues
- Module Nine - Negotiation Skills: Negotiating Outside the Boardroom
- Module Ten - Negotiation Skills: Negotiating on Behalf of Someone El

⇒ Course 07: Data Protection and Data Security Level 2

- GDPR Basics
- GDPR Explained
- Lawful Basis for Preparation
- Rights and Breaches
- Responsibilities and Obligations

⇒ Course 08: Effective Communication Skills Diploma

- Module 01: Business Communication
- Module 02: Verbal and Non-verbal Communication
- Module 03: Written Communication
- Module 04: Electronic Communication
- Module 05: Communicating with Graphic
- Module 06: Effectively Working for Your Boss

⇒ Course 09: Public Speaking and Presentation Skill Course

- Introduction
- QUICK UNLEARNING Before Starting this "SKILL"
- IS THIS HAPPENED WITH YOU????
- Impressive Methods of Hooking Audience, even before your Speech or Presentation
- 6 Highly Impressive Methods of Starting any Speech or Presentation!!
- Body Language: 6 Methods for Impressive Body Language for Speech or Presentation
- Vocal Variety: 3 Methods (VST) for POWERFUL Vocal Variety
- Effective Methods of Ending Any Speech or Presentation
- Bonus

⇒ Course 10: The Formula to Talk with Strangers

- Section 01: Course Overview
- Section 02: The Formula
- Section 03: Summary
- Section 04: End

⇒ Course 11: Touch Typing Essential Skills Level 3

- Module 01: Getting Started
- Module 02: DRILL 1 The home keys
- Module 03: DRILL 2 e and i, g and h
- Module 04: DRILL 3 o and n, shift keys and t
- Module 05: DRILL 4 extra practice . and y
- Module 06: DRILL 5 , and w
- Module 07: DRILL 6 m and u
- Module 08: DRILL 7 v and x
- Module 09: DRILL 8 sentence drills
- Module 10: DRILL 9 figures
- Module 11: DRILL 10 alphabetical paragraphs
- Module 12: Recap



Thank You