

# CALL CENTRE SKILLS (TCG)



A great course for Call Centre Staff.

## Purpose:

This course is designed to develop and foster good individual and team call centre communication skills. In this course you will learn what it takes to deliver great customer service through the phone. You will discover how the way you behave now may be helping or hindering the process of communication. We will take a good look at body language (even when you are sitting down) and how it is used to build rapport and good relationships. You will also listen to your voice and improve how you use it to communicate. Understanding how to get your message across to people in one-on-one personal interviews and telephone conversations will be covered in depth. After this training session you should expect to feel a lot more confident in your ability to communicate.

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What you will learn:

- **Call Centre Speak** - breathing, diction, vocal variety and projection- making what you say more thoughtful, powerful, persuasive and interesting-so that others can understand you.
- **Call Centre Movement** - how to move, gesture and use space effectively even when you are sitting down. Don't let your body tensions and bad posture undermine your message.
- **Call Centre Work desk** – how to organise yourself and your material and scripts properly for impact and well thought out communications.
- **Call Centre Attitude** – how to get a grip on your emotions and attitude so that you work well as an individual operator and as a member of your team. Feel confident and help others to work well too.

Course	Code	Duration	Location	Cost	Type
Call Centre Coaching-Half Day Workshop	TCC-H	1 x 4 hr workshop	Australia-wide	\$2200	Group
Call Centre Coaching-Full Day Workshop	TCC-F	1 x 8 hr workshop	Australia-wide	\$3300	Group

Sydney	Melbourne	Brisbane	Canberra	Adelaide	Perth
Level 3, 66 Berry Street, North Sydney, NSW 2060	City Venue	City Venue	City Venue	City Venue	City Venue

Class Time:  
Classes are available weekdays between  
6.00am-6.00pm  
Workshops are from 9.00am-4.30pm

Questions?  
Email: [courses@thevoicebusiness.com.au](mailto:courses@thevoicebusiness.com.au) or  
Phone: 1300 922 122  
Website: [www.TheVoiceBusiness.com.au](http://www.TheVoiceBusiness.com.au)

Contact Head Office: The Voice Business,  
Level 3, 66 Berry St, North Sydney,  
NSW 2060, AU

CDs.Mp3 and Work notes included  
Post Course Evaluation

A Certificate of Completion will be awarded to  
each successful candidate.