



PROFESSIONAL  
DEVELOPMENT  
TRAINING

# Call Center Training: Sales and Customer Service Training for Call Centers



016 299 1479



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3.0 DAY COURSE

If your organization uses an outbound or inbound telesales team, then you can stay ahead of the competition by having your representatives undergo PD Training's Sales and Customer Service training course. After the training is completed, participants will think and act like sales professionals, which can lead to improved sales, excellent customer service and better customer loyalty.

Participants will learn how to ask the appropriate questions and effectively determine what is vital to the callers, know how to use specific aspects of verbal communication such as tone, cadence, and pitch, realize the value of personalizing interactions and developing relationships and much more.

This training course is now available in Malaysia and Kuala Lumpur.

This Sales and Customer Service training course can be delivered at your premises by one of our expert local or international trainers or live online using our HIVE technology.

Click on the In-house tab below to generate an instant quote.

## What You'll Gain:

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 practical three-day workshop.

## Outcomes

**By the end of this course, participants will be able to:**

- Understand the nuances of body language and verbal skills, which are so important in conversations that do not have a face-to-face element.



- Learn aspects of verbal communication such as tone, cadence, and pitch.
- Demonstrate an understanding of questioning and listening skills.
- Acquire comfort in delivering bad news and saying no.
- Learn effective ways to negotiate.
- Understand the importance of creating and delivering meaningful messages.
- Use tools to facilitate communication.
- Realize the value of personalizing interactions and developing relationships.
- Practice vocal techniques that enhance speech and communication ability.
- Personalize techniques for managing stress.

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## Modules

### **Lesson 1: What's Missing in Telephone Communication?**

- It's Not What You Say; It's How You Say It
- In the Absence of Body Language

### **Lesson 2: Verbal Communication Techniques**

- Being Yourself and Sounding Your Best
- A Service Image

### **Lesson 3: Who are Your Customers?**

- Define the Customer and Client
- About Relationships

### **Lesson 4: To Serve and Delight**

### **Lesson 5: Did You Hear Me?**

- Listening Skills
- The Mission: To Listen

### **Lesson 6: Morning Reflection**

### **Lesson 7: Asking the Right Questions**

- Open Questions vs. Closed Questions
- Probing Techniques

### **Lesson 8: Saying No**

- When We Say "No"
- Activity: Delivering Bad News

### **Lesson 9: Sales by Phone**

- Benefits of Telemarketing

### **Lesson 10: Taking Messages**

- Pen in Hand
- Empowering CCAs to resolve issues

### **Lesson 11: Staying Out of Voice Mail Jail**

### **Lesson 12: Exercises for Conditioning Your Voice**



### **Lesson 13: Afternoon Reflection**

### **Lesson 14: Cold and Warm Calls**

- The Cold Call
- The Warm Call

### **Lesson 15: Developing a Script**

- Scripting Techniques
- Sample Script

### **Lesson 16: Perfecting the Script**

- Making the Script Yours
- Using Cheat Sheets

### **Lesson 17: Going Above and Beyond**

- Fifteen Techniques for CCA Success
- Customise Your Service

### **Lesson 18: Handling Objections**

### **Lesson 19: Morning Reflection**

### **Lesson 20: Closing the Sale**

### **Lesson 21: Feelings**

- Activity: Feels like a Winner

### **Lesson 22: Changes in the Customer**

- The Changing Customer
- What the Customer Wants

### **Lesson 23: Negotiation Techniques**

- Mastering Negotiation Skills
- Practising Negotiation

### **Lesson 24: Phases of Negotiation**

- Introduction
- Principled Negotiation

### **Lesson 25: Afternoon Reflection**

### **Lesson 26: High Impact Moments**

- Make It Count
- Creating Case Studies

### **Lesson 27: Tips for Challenging Callers**

- Activity: Managing Talkative Callers
- Activity: Caller Behaviors
- Activity: Up the Mountain

### **Lesson 28: Dealing with Difficult Customers**

- Activity: Dealing with Problems
- Dealing with Vulgarly

### **Lesson 29: Phone Tag and Getting the Call Back**

- Phone Tag
- Following Up

### **Lesson 30: Morning Reflection**

### **Lesson 31: Phone Tag and Getting the Call Back**

### **Lesson 32: Morning Reflection**



- Phone Tag
- Following Up

**Lesson 33: This is My Mentor**

- Activity: Roger's Super Year

**Lesson 34: Stress Busting**

**Lesson 35: News from Within**

- Common Issues in Call Centers
- Activity: Pre-Assignment Review
- CCA Reports

**Lesson 36: Wrapping Up**

- It's a Wrap – Just About!
- Questions and Answers
- Debrief

**Lesson 37: Close with Vocals**

**Lesson 38: Personal Action Plan**

**Talk to our expert team**

**Phone: 016 299 1479**

Email: [enquiries@pdtraining.com.my](mailto:enquiries@pdtraining.com.my)