

CALL CENTER TRAINING PROGRAM



This highly specialized and concentrated Program is ideally suited to following individuals who are:

- **Fresh Matriculation or Intermediate and like to pursue a career in Call Center Industry.**
- **Working and interested to develop another skills as a call center agent, supervisor or floor manager**
- **Call Center People who want to enhance their skills and want to become in better position in call centers.**

Program is offered by: 3D Educators – Trainers & Consultants

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Program Details

Inauguration

The Training Program will be inaugurated by a senior member of 3DEducators

Selection Criteria:

According to the high sensitivity of this program the selection of the candidate is very important task, before attending the program the 3D-Educators senior member shall take the interview of the candidate and after in his/her assessment, this can be decided that either the person is eligible for call center training or S/he will first get the another training that have to be suggested.

Completion Criteria:

When the person is selected for the call center agents training then S/he have to meet the criteria of organization standard that are as defined”

Step-1: On completion of two months training the final test has to be conducted and the passes candidate only go for the next step

Step-2: The passed candidates will deploy on mock live calls for two months duration time as internee with some minimal payroll, after performance of the employee he can get the Job offer letter, or if S/he may have good opportunity then S/he may have free to go any where.

Certification Criteria:

Step-3: Certification is awarded when the candidate has prove him/her self in the live presentation calls. This depend on his/her performance.

Program Structure

Number of classes in a week	Two Class Per Week
Duration of each class	3-Hour with Break
Modules	Agents Training Supervisors Training Managers Training
Fee:	Total Rs.8000/- Only For Each Module
Total Duration	36 Hours Formal Training One Month Hand-On Training

Other Learning Activities:

Classroom Assignments	Weekly
Presentations by Trainees	1

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After Completion:

Classroom Assignments	Weekly
Presentations by Trainees	1

Program Topics and Time Allocation

The participants will cover the following syllabus:

Module One: Call Center Agent's Training

Module Two: Call Center Supervisors Training

Module Three: Call Center Floor Manager Training

About the Program Designer & Instructor

The "**CALL CENTER TRAINING PROGRAM**" Program has been designed and will be conducted by Senior most Manager and consultants who having the huge experience of training. They have worked with various large multinational organizations and provide the trainings in local and abroad also.

The Trainers who are conducting this program are have on the position of the following:

- ✓ General Managers HR
- ✓ Consultants of Call Centers
- ✓ Running the Call Centers

They trainers are foreign qualified and having the degrees of PhD, M.Phill, MBA, MSc and research back ground.

As Consultant & Senior Trainers, the team of trainers from our side we at **3D Educators – Trainers & Consultants** would not compromise on the faculty quality.

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Program Syllabus

COURSE CONTENTS:

MODULE ONE: **CALL CENTER AGENTS TRAINING**

- 3 Global English Language
- 3 Business English intermediate
- 3 Business English Advanced
- 3 General English Intermediate
- 3 General English Advanced

- 3 Communication Skills
- 3 Telephone Techniques
- 3 Customer Services Skills
- 3 Telephonic Skills and Customer Care
- 3 Interviewing Skills
- 3 Interviewer Skills
- 3 Interview Dressing
- 3 Don'ts

MODULE TWO: **CALL CENTER SUPERVISORS TRAINING**

- 3 Principles of Management
- 3 Business English
- 3 Letter Writing and Communication Skills
- 3 Presentation Skills
- 3 People Development and Team building
- 3 How to meet your objectives
- 3 How motivate your employee
- 3 Brainstorming
- 3 Performance Measurement
- 3 Rewards & Compensation
- 3 Financial Rewards/Benefits
- 3 Exercises & Case Study
- 3 Summary

MODULE THREE:
CALL CENTER MANAGERS TRAINING

- ❖ Management Defined
- ❖ Traits of an effective Manager
- ❖ Skills required to be an Effective Manager
- ❖ Introduction to Management Styles
- ❖ Management Style Questionnaire
- ❖ What is your Style?
- ❖ Situational identification
- ❖ Situational Sensitivity
- ❖ Matching Styles with Situations
- ❖ Plan your work – Work your Plan
- ❖ Leadership
- ❖ Motivation
- ❖ Time Management
- ❖ Delegation
- ❖ Counseling and Coaching
- ❖ Performance Appraisals

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