

## CALL CENTRE TRAINING TUTOR GUIDE AND SYNOPSIS

Time	Subject
9.00	<p><b>Course introduction</b> (slide 1)  <b>Course objectives</b> (slide 2)  <b>Delegate introduction</b></p>
9.15	<p><b>Telephone communication skills</b>            Start by explaining slide 3 the three different types of business communication and that they all have advantages and disadvantages. Today will be focused on communication over the phone.            Explain slides 4 to 6 inclusive.            Then use slide 7 and give them the effective call handling exercise in the following three steps.</p> <ul style="list-style-type: none"> <li>- Step 1: (duration 5 minutes) Hand out exercise 01a. Individually, get them to consider their own dislikes.</li> <li>- Step 2: (duration 5 minutes) Hand out exercise 01b which gives them some ideas of typical dislikes. Let them read through this.</li> <li>- Step 3: (duration 10 minutes) This is a syndicate exercise. Therefore groups of three or four work well for this exercise. Hand out exercise 01c and ask groups to discuss and write down rules for effective call handling (do's and don'ts).</li> </ul> <p>Then review each group's conclusions and review slide 8 before moving on to slides 9 &amp; 10. Explain with slide 10 the need to consider all aspects of effective use of the voice. Cover the importance of speaking slowly and clearly and that letters can get mixed up such as S &amp; F, B &amp; D, M &amp; N. Therefore use of the phonetic alphabet is advisable when taking details that involve letters. (A spare handout with the Phonetic Alphabet has been included if you would like to give this out).</p>