

Academy of Training

Help Desk and Call Centre Skills

Overview

To provide an effective Help Desk or Call Centre Service requires many skills. We must have not only the requisite technical knowledge but also a commitment to our work and an ability to handle both ourselves and our customers effectively.

We must be able to relate to people with diverse backgrounds and needs. We must also be able to meet the demands of even the most challenging customers in a professional manner while at the same time meeting service objectives and supporting ourselves so we are able to cope with the demands our role requires of us

Objective

The objective of this one-day programme is to assist Help Desk and Call Centre staff in developing and updating the skills required to manage customers successfully and thus ensure that the service and support provided to clients is of the highest possible standard.

Content : Content of the workshop is as follows :

Help Desk - Call Centre Service Overview

- Factors which make customer service difficult
- Our attitude to customer service
- Taking responsibility for customer satisfaction.

Effective Communication and Customer Service

- Habits of for effective Call Centre/Help Desk service
- Beginning with the desired outcome in mind - applying these habits to client service and performance standards
- Telephone communication skills.

Managing Customers Successfully

- Working with challenging customers
- Getting our message across effectively
- Handling criticism from customers constructively
- Keeping conflict to a minimum
- Using negotiation skills for quality outcomes
- Conveying "bad news" constructively
- Dealing with abusive customers, upset customers, and customers under stress
- Managing on the job pressure and stress.