

***“Shedding
Light
on Skills
Development”***



Kwelanga | TRAINING
engage | inspire | elevate

Service Excellence for Call Centre Agents (2 Days)

A Specialised Kwelanga Training Programme

INTRODUCTION

The programme will be designed to improve the professionalism of the employees and achieve consistency of service levels in the Call Centre. Delegates will understand the impact on them and their organisation of providing the best possible service learning to communicate with clients in a professional and effective manner.

The Service Excellence training course will uplift the organisational excellence of Call Centre staff when dealing with clients. Delegates will understand how to professionally interact with clients and have a heightened awareness of people's needs and expectations to reach the company values and achieve strong customer focus. The training can be integrated around the company vision and values so that the staff also focus and share the same vision.

REFERENCES

“The course arms one with personal skills, not only to handle self on calls but how to interact with other people & different characters.”

“The course was more than I expected, I got all the skills I required and more. Our facilitator is the best!”

“The facilitator was excellent in keeping group interested all the time with her way of explaining things we understand. The presentation was excellent.”

WHAT THIS COURSE CAN DO FOR YOU...

- Defining good service
- Adapting a professional approach to clients
- Communicating correctly with customers
- Exploring telephone etiquette
- Building customer relationships
- Dealing with difficult clients and complaints
- Analysing service levels
- Defining WOW service
- Personal accountability

TARGET AUDIENCE

This course is intended for all employees in organisations who recognise that a highly competitive market prizes Service Excellence above all customer retention factors.

COURSE CONTENT

Introduction To Customer Service – 21st Century Challenges

- These are some of the characteristics of a 21st century organisation
- Proactive behaviour and empowerment
- Knowledge management

Good Vs Poor Service

- Evaluate your own customer service
- Characteristics of excellent customer service from the customer perspective
- The dimensions of service quality

Who Is My Customer?

- Look at the external customer first
- Researching our competitors
- Treat people as internal customers

Customer Satisfaction

- The concept of the moment of truth
- Losing customers
- Impact areas of vulnerability
- Confidentiality

Wow! Service – Going the Extra Mile/Adding Value

- Adding value

Customer Complaints

- Handling a customer complaint
- Using the complaint to improve service

Understanding and Communicating with Your Customer

- Adult to adult positioning
- Being versatile in your communications

Communication Skills – A Vital Tool for Excellent Customer Service

- Sender and receiver
- Listening skills
- Questioning techniques
- Body language
- Barriers to communication

Effective Telephone Etiquette

- Telephone etiquette principles
- Open communication
- Discretion and confidentiality
- Please hold?

Processing Incoming Calls

- Promptness and greeting
- Call is re-directed
- Handling the difficult caller
- Taking messages

Processing Outgoing Calls

- Prepare to make outgoing calls
- Making an outgoing call

A Way Forward – Personal Elevation Plan

TRAINING METHODOLOGY

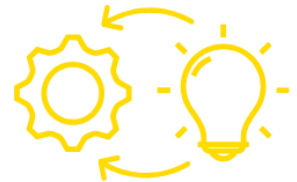


Our training methodology is designed with a core focus: to ensure that the knowledge acquired translates into tangible results, adding substantial value and visibly improving performance within the workplace.

We employ an outcomes-based approach, fostering active engagement through highly interactive, facilitator-led sessions.

WHAT WE OFFER

- Public Courses vs Closed Group Training
- Face-To-Face Training (F2F)
- Virtual Instructor-Led Training (VILT)
- Customisation
- Impact Compass
- myQuest LMS



POST COURSE ASSISTANCE

Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can ‘Contact the Coach’ for support, Information or assistance with additional questions regarding the application of theory covered during the course.



Personal Elevation Plan – Bridging the Gap from Training to Workplace Application

The Personal Elevation Plan isn’t just a takeaway – it’s a structured, practical guide that helps delegates seamlessly transition their learning into real-world action.



Sustained Development and Accountability: By tracking progress and engaging with their managers, delegates stay committed to their growth, making learning an active part of their professional journey.

A Tool for Measurable Impact: Rather than training being a one-time event, this plan enables organisations to see tangible results by embedding new skills into everyday work.

A Catalyst for Meaningful Conversations: Ideal for one-on-one coaching and performance discussions, the plan encourages ongoing development dialogues between delegates and their managers

OUR COMMITMENT TO YOU ...

Kwelanga Training’s Commitment

*To develop and inspire each individual to be the best that they can be.
To assist clients in the transfer of skills and positive behaviour change.*