

CALL CENTRE AGENTS-CONDENSED

Unit Standard	7177
NQF	4
Credits	3
Duration	1 Day
Organisational Development Area	Front Office/Call Centre

SYNOPSIS

Call centres, whether we choose to embrace them or cannot stand being interrupted by their calls, are a business element that is here to stay. This course will help call centre agents learn to make the very most of their telephone based work, including understanding the best ways to listen and be heard. Each phone interaction also has elements of sales and customer service skills, which will be explored in this energising and practical one-day customised workshop.

COURSE OUTLINE

- What is change?
- The change cycle;
- Who moved my cheese?
- The pace of change;
- The pyramid response to change;
- A four room apartment;
- Dealing with resistance;
- Strategies for dealing with change;
- Managing anger;
- Managing stress.

COURSE OUTCOMES

Upon successful completion of this course, learners will be able to demonstrate their ability to:

- Accept there are no normal or abnormal ways of reacting to change, but that we must start from where we are;
- See change not as something to be feared and resisted but as an essential element of the world to be accepted;
- Understand that adapting to change is not technical but attitudinal. Change is not an intellectual issue but one that strikes at who you are;
- Recognise that before we can embrace the way things will be, we must go through a process of grieving, and of letting go of the "way things used to be";
- See change as an opportunity for self-motivation and innovation;
- Identify strategies for helping change be accepted and implemented in the workplace.