



# CALL CENTER TRAINING

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## WHY IS IT IMPORTANT?

The expectations placed on call center employees are quite demanding. Customers want their calls answered quickly, resolved efficiently and handled with impeccable product knowledge and communication skills. But let's face it: this level of professionalism doesn't happen by itself. This is where our call center training tips may come in handy.

Training is essential for both new hires and existing staff to sharpen their skills and feel motivated. And while creating a great call center experience that boosts customer satisfaction may be a tall order, it is achievable by following call center training best practices.

## THE CONTENT:

- Introduction and Course Overview
- What's Missing in Telephone Communication?
- Verbal Communication
- Who are Your Customers?
- To Serve and Delight
- Listening Skills
- Asking the Right Questions
- Saying No
- Sales by Phone
- Taking Messages
- Staying Out of Voice Mail Jail
- Closing Down the Voice
- Cold and Warm Calls
- Developing a Script
- Perfecting the Script
- Going Above and Beyond
- Handling Objections
- Closing the Sale
- Feelings
- Changes in the Customer
- Negotiation
- It's More Than Just a Phase
- High Impact Moments
- Tips for Chatty Callers
- This is My Mentor, Roger
- Phone Tag and Getting the Call Back
- Dealing with Difficult Customers
- Stress Busting
- News from Within
- Wrapping Up
- Workshop Wrap-Up

**Duration: 12 hours ( 2 Days session)**

## WHY YourOwn?

- Online and On-site classes
- 12 hours of practical sessions (2 day session for Corporates)
- Experienced and Professional speakers
- Practice sessions in the class
- Personalised doubt clearing sessions with the Trainer
- Mock calls
- Identify weak areas per topic that require additional practice with the help of performance metrics and reports
- Free webinars/seminars/workshops
- Free career Counselling
- Free Interview technique classes and CV writing Tips
- Free demo sessions
- KHDA approved certificates

## ABOUT US

YourOwn Institute of Training & Professional Development is established in May 2021 with the approval from DED & KHDA-Dubai.

A set of experienced Educational Experts, world class Trainers and Professional consultants who know the need and pulse of the working force, are behind this venture. This Institute is developed after doing immense market survey from the working force and the Corporates. We collected feedback from them and realised what they want exactly to upgrade in their professional career.

As the name suggests it is 'YourOwn Institute'. We are committed %100 Customer happiness. Excellent consultation, career counselling based on TNA and world class training are our highlight.

We at YOI, offer you a wide range of Professional courses. Whichever field you are working, we have a course for your Professional Development. We provide a complete exam preparation for Professional courses like ACCA, CIMA, CMA, CPA, CIA, CFE, CAMS, IATA courses, international HR Certifications, PMP, Six Sigma, NCMA programs and many more. Besides these, we have KHDA certificate programs on Airline and travels, Accounting and finance, Engineering, IT, Languages, Logistic and Supply chain and courses related to Management. All these courses are approved globally and attracts employment opportunities from Multi-national companies.

We at YourOwn Institute also provides excellent coaching and training for the Corporates. We have a team of Professionals who can tailor made and customize the programs for you in a very affordable budget and we guarantee your satisfaction as an end result. We also offer you one day and two-day workshops to upgrade the skills of your employees.

We are offering both Online and on-site classes. We are open to conduct the classes at our premises, your company premises, Hotels or any venue according to your convenience. We guarantee on quality and satisfaction on every situation.

Please walk-in to our office and feel the difference in customer service and get your dream course and Certifications.



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