

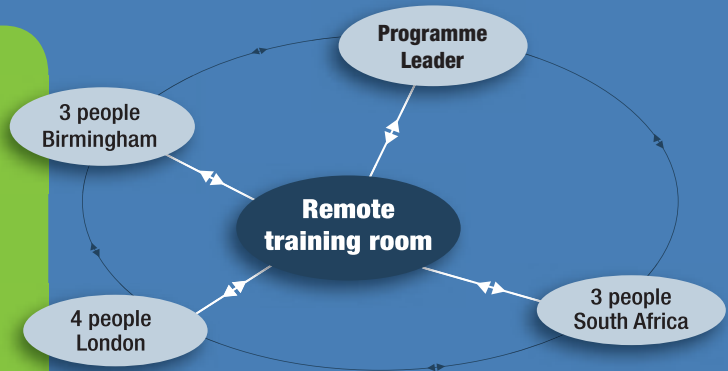
WHEN TIME IS MONEY...

Phone delivered training™

Telephone Skills Programme for Call & Contact Centres

OUR APPROACH

- **Short frequent sessions**
(a series of 1–2 hour sessions)
- **Training over the phone** – all delegates call in to a remote training room
- A mix of training workshops can be included where necessary (e.g. classroom)
- **Timed to suit shift patterns and quieter periods in call & contact centres**
- Complements any existing training
- Continuous coaching support over the change period (typically 3–6 months)
- Pre-training and post-training call recording for evaluation purposes
- Follow-up recommendations for future development of teams/individuals



Issues to be addressed

- Improving customer service quality
- Reducing escalations
- Improving first time call resolution statistics
- Increasing personal and team motivation levels
- Handling difficult calls
- Building confidence levels to take ownership of a call

SAVES TIME • SAVES MONEY SIMPLE, EASY PROCESS

Summary – real improvement in performance

- Rigorous analysis of problems & opportunities
- **Builds skills**, attitudes and behaviour over time
- Promotes **real improvement** in service and quality levels during and after the programme
- Enables **significant savings** and productivity improvements

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