

Professional Call Centre Management

CPD Programme (Short Course)

What is CPD?

Continuing professional development (CPD) is the intentional maintenance and development of the knowledge and skills needed to perform in a professional context. This could mean honing current skills, it could mean developing them to a new level, or it could mean learning new ones that will allow an employee's job role to expand or prepare them for potential promotion.

CPD activities can range from formal educational activities such as instructor-led training courses, workshops or seminars, to more informal approaches such as work-based learning or mentoring. CPD can also include self-directed study such as e-learning courses and structured reading.

CPD can be provided by specialist companies (e.g. commercial training providers, independent coaches), or provided internally, in particular by larger organisations.



Interested in this course?

We are more than happy to share.
Email us or give us a call.

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Course Objectives

Starting a new career in customer service can be intimidating. How will you deal with all those people? New employee training can teach you how to turn on the lights and work on the computers, but you need to know more about the non-tangibles, the soft skills of getting along. This training will help you develop the soft skills you need to thrive when facing client's day after day.

- People starting out in a customer service career will benefit from this course.
- First time customer service reps should take this course to prepare themselves for their new job.
- How to take care of yourself while taking care of others
- How to really listen to customers, not just hear their problems
- How to be personable even when you're not there in person

Program Details

Type of Training

Online / Coaching / Visual

Skill Focus Area

Customer Service

Duration

10 days / 40 hours

Methodology

Lecture & Case Study

Approximate number of participants

25 - 50 participants



Module Listings

Chapter 1

Introduction to customer service

Chapter 2

Do's and Don'ts of Customer Service

Chapter 3

What is a good customer service

Chapter 4

Anatomy of good customer service

Chapter 5

Dealing with customers

Chapter 6

Self-preservation in customer service

Chapter 7

Be an industry expert

Chapter 8

Respond in text to a client

Chapter 9

How to do a sample call

Chapter 10

Following up in customer service