



## Contact Centre Skills Series Advanced Call Handling

**When: <As Required>**

**Duration: 1 day**

**Time: 9.00-4.00**

**Where: <Venue of your Choice>**

A survey of more than 8000 people in universities, businesses and hospitals found that when questioned about communication, virtually everyone said that he or she was communicating at least as well and in most cases better than almost everyone else in the organisation. Yet, these people also readily admitted that their organisation suffered from faulty communication! Most of us think of ourselves as good communicators and believe that other people mostly cause communication problems.

This course sheds light on what may have happened when we accidentally 'touch a nerve' in another person. Through the principles of Transactional Analysis and Neuro-Linguistic Programming communication is better understood and becomes a tool that can be used more intelligently for improved results. This course explores how your focused listening can reap real benefits.



### Who should attend?

Experienced call handlers with 6 months or more service in a contact centre environment. This workshop develops already good call handlers into outstanding ones through a deeper understanding of communication.

### Learning Outcomes

- ✦ **Analyse the principles of Transactional Analysis and apply the understanding to everyday dialogue.**
- ✦ **Assess your own listening skills and collect new tips to perfect the further.**
- ✦ **Learn the power of listening to calm down aggressive callers.**
- ✦ **Be able to question effectively and with insight to get the other person saying 'yes!'**
- ✦ **Evaluate your own communication skills and write an action plan to develop them further.**

## About Real Results Training and Carolyn Blunt

Real Results Training is a North West learning and development consultancy that specialise in people skills. Carolyn Blunt is the lead consultant and founder. Carolyn has worked in strategic positions for Tesco HQ and Fujitsu Services Ltd, the world's third largest IT company with geographical responsibility for the Call Centre Division in Northern England and Ireland.

Carolyn was responsible for people development strategy, analysing training needs, designing programmes, delivering training, evaluating programmes for the 1000 Call Centre employees and management. Fujitsu Services Call Centre Division was Highly commended by National Training Awards 2002, Winner of European Call Centre Awards for Best People Development Programme, 2002. Real Results is a preferred supplier for the University of Central Lancashire. Carolyn has most recently worked with clients such as The University of Manchester, Vertex, Woolworths and United Utilities. Carolyn's operational experience, people development knowledge and engaging delivery style ensure a unique learning event.

## Testimonials

"We have never had such positive feedback. I will have no hesitation in recommending Real Results to my colleagues and contacts in the future."

**Mike Taylor, United Utilities**

"Thoroughly enjoyable and useful. Hard to improve the format" **SMART Telesales**

"Excellent trainer delivery" **Carphone Warehouse**

## Register now!

**Tel: 0161 408 2003 • Fax: 0161 338 8099 • Email: [hello@real-results.co.uk](mailto:hello@real-results.co.uk)**

## Fees

### To attend this one day workshop

In-house (on your premises) or on Real-Results premises £ POA + VAT for up to 15 participants

## Contact Real Results Training

### Carolyn Blunt BSc (Hons) MCIPD

Results House, 3 Bowercup Fold, Stalybridge, Cheshire SK15 3RN

Mob: 07775 734858 • Tel: 0161 408 2003 • Fax: 0161 338 8099

Email: [Carolyn@real-results.co.uk](mailto:Carolyn@real-results.co.uk) • Web: [www.real-results.co.uk](http://www.real-results.co.uk)