

## Department of Corporate Training

### *Customer Service - Telephone Calls for Excellence*

Our highly interactive call center training for contact center professionals provides your employees with the skills to improve service levels, increase employee engagement, optimize your operations, and raise the overall value of the contact center in your organization. Designed specifically for use in busy sales, service, and support centers, our call center coaching program provides a straightforward and reliable strategy that you can apply easily to your company. Customers can always choose from a wide variety of standard programs or courses but we develop a custom program to fit the needs of your specific business. Classes are taught by our expert experienced instructors.

#### *Key Training Areas:*

- **Skill Development.** Employees develop skills that enable them to continue providing and fostering quality service.
- **Focus on Improvement.** Employees improve by developing techniques addressing specific areas for improvement and building upon their strengths.
- **Increasing Sales.** Develop sales techniques such as up-selling and cross-selling while maintaining a positive customer experience.
- **Customer Retention.** Further develop issue identification skills, utilizing available retention tools and providing workable options and alternatives to customers.

#### ***Call Center Training Program***

***Session Time: Participant Active Course***

***Participant Limit: Up to 20 participants***

***Please Call for Dates and Cost.***

#### **NOTICE OF NON-DISCRIMINATION**

Florida SouthWestern State College is committed to providing an educational and working environment free from discrimination and harassment. All programs, activities, employment and facilities of Florida SouthWestern State College are available to all on a non-discriminatory basis, without regard to race, sex, age, color, religion, national origin, ethnicity, disability, sexual orientation, marital status, genetic information or veteran's status. The College is an equal access/equal opportunity institution. Questions pertaining to educational equity, equal access or equal opportunity should be addressed to the College's Equity Officer.

The College's Equity Officer/ADA and Title IX Coordinator is:

Director, Human Resources  
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8099 College Parkway SW  
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(239) 489-9293