

cto

corporate training options

About Us

Our mission at CTO is empowering people through learning that drives lasting growth and organisational success.

With that focus, we provide high-quality, practical training designed to help individuals and organisations build skills, improve performance and adapt to an ever changing business environment.

With experienced trainers and flexible delivery options, CTO provides engaging, results-focused learning designed to strengthen capability and support long-term business success.

***“Hope is NOT a
Development Plan.”***

Call Centre Success – Essential Skills

Customer Services

- Calming Upset Customers
- Customer Service Excellence
- Beyond Customer Service - Effective Programs to Retain Your Customers
- Telephone Courtesy & Customer Service Skills
- Handling Difficult People and Situations
- Customer Satisfaction
- Customer Service in the Information Age
- Professional Telephone Skills

Skills that Build Teams that Win

Contact Us

We would love to collaborate with you



training@cto.com.au



1300 667 660



www.cto.com.au

*Our trainers are located all across
Australia.*

cto

corporate training options

Customer Service: Call Centre Success – Essential Skills

The Challenge

Call centre work is demanding—high call volumes, diverse customer issues and performance metrics create pressure that leads to burnout and inconsistent service. Agents need more than scripts; they need skills to handle varied situations efficiently while maintaining quality. Without proper training, call centres experience high turnover, low morale and customer dissatisfaction.

Elevate and Empower -
educate

What you will Learn

- ✓ Handle high call volumes while maintaining service quality
- ✓ Use call control techniques to manage call length without rushing customers
- ✓ Navigate difficult calls with confidence and professionalism
- ✓ Meet performance metrics (AHT, FCR, CSAT) while delivering excellent service
- ✓ Use call centre technology and systems efficiently
- ✓ Manage stress and avoid burnout in high-pressure environments
- ✓ Build rapport quickly and create positive phone interactions

Who should Attend

This practical program is designed specifically for call centre professionals who need to balance efficiency with excellent customer service. Ideal participants include:

- Call centre agents and customer service representatives
- Help desk and technical support staff
- Inbound and outbound sales teams
- New call centre employees and team leads

Course Delivery

- Online via Microsoft Teams
- Onsite at your Workplace
- Hybrid (combination of both)

Duration

- Full Day Course

Group Sizes

Our prices are based on group sizes and not per person (the more the merrier)

- 1 - 3 trainees
- 4 - 15 trainees
- 16 - 20 trainees

Pre Requisites

None - Open to all who is working or aspiring to work in a Call Centre environment.

Course Modules

Module 1. The Call Centre Environment

- Why call centre work is uniquely demanding and why general customer service skills are not always enough
- The pressures that define the call centre environment — volume, variety, metrics and pace
- What separates agents who thrive in this environment from those who struggle and burn out
- The mindset and skill set -from surviving the shift to excelling through it

Module 2. Building Rapport Quickly

- Why rapport matters and how it changes the entire tone of a call
- The techniques that build connection quickly when you have limited time and no face-to-face presence
- Reading the caller's mood and communication style and adjusting accordingly
- Making every caller feel like they are the most important call of your day

Module 3. Call Control - Managing call length without customers feel rushed

- The difference between a call that is efficiently managed and one where the customer feels rushed
- Techniques for guiding a conversation toward resolution without losing professionalism
- Handling callers who go off topic, over-explain or resist being redirected
- Owning the structure of every call so you are leading and not following

Module 4. Navigating Difficult calls with confidence and professionalism

- Types of calls - complaints, aggression, confusion and unreasonable demands
- Staying composed and professional when a caller is frustrated, hostile or emotionally overwhelmed
- De-escalation techniques - within the pace and constraints of a call center environment
- Knowing when to escalate a call smoothly and your responsibility once it is done

Module 5. Meeting Performance metrics without compromising service quality

- Understanding key metrics - average handle time, first call resolution and customer satisfaction
- Ensuring that metrics and service quality are not in conflict
- Strategies for improving numbers without cutting corners on the experience
- Using metrics a professional development tool rather than a source of anxiety or pressure

Module 6. Using Call Centre technology and systems efficiently

- Navigating Call centre systems, CRM and knowledge base quickly and confidently
- Reducing dead air and build fluency
- Using technology to personalise service - pulling up history, notes and context
- Avoiding the common technology habits that slow calls down, create errors or frustrate callers

Module 7. First Call Resolution

- Why first call resolution is an important indicator of both service quality and operational efficiency
- Asking the right questions early to fully understand the issue before jumping to a solution
- Anticipating follow-up needs and addressing them proactively
- Habits and disciplines that consistently drive first call resolution across all call types and caller profiles

Module 8. Managing stress and protecting your wellbeing

- Understanding the specific stressors of call centre work
- Practical techniques for resetting between calls
- Recognising the early signs of burnout and the daily habits that prevent it from taking hold
- Building a sustainable approach to high-volume, high-pressure work that protects your performance and your wellbeing over long term

Module 9. Consistency and Excellence

- Why consistency across every call is the hallmark of a truly skilled agent
- Identifying the habits and routines that your best calls have and replicating them
- Holding yourself to a professional standard that does not drop during long queues or hard shifts
- Taking ownership of your own development so that every week is better than the last