

Call Monitoring

Duration: 1 day

This course is recommended for managers and team leaders who are responsible for managing the telephone interface between their advisors, customers, clients and suppliers. This course recognises the importance of standards and providing a high quality service to all contacts.

The course recognises that to maintain high standards people working on the telephone need to be monitored, supported and guided to provide an excellent service.

To meet a consistent, accurate standard and approach across a Contact Centre environment requires the managers and team leaders who are performing the monitoring to be delivering a uniformed message. This course recognises the importance of consistency and the need to deliver standard messages.

The course is recommended for managers and team leaders whose staff have attended the Basic and Advanced telephone techniques course.

The course is designed to be fully interactive and participative and is delivered in a workshop format. The course will include taped calls to provide a sense of realism to the programme.

Who should attend this course?

All managers and team leaders whose responsibility it is to maintain high quality standards and professionalism with customers, clients and suppliers.

Course Objectives

At the end of the course delegates will be able to:

- Identify the benefits of call monitoring
- Explain the role of the person performing the monitoring
- Identify the areas of a telephone contact to be monitored
- Effectively complete call monitoring forms
- Identify areas of skill improvement and develop action for improvement

Course Outline

- The benefits of call monitoring to the individual, manager and business
- The role of the manager / team leader in the monitoring process
- Expectations of advisors, customers, clients and suppliers
- Areas for monitoring calls these include:
 - Announcement
 - Testing understanding /listening skills
 - Data protection
 - Loyalty
 - Objection handling
 - Courtesy
 - Call control
 - Character of voice
 - Questioning techniques
 - Responsibility
 - Call ending

- The effective completion of monitoring forms
- Identification of areas for improvement
- Action planning