



## Success with Challenging Callers

*A training course designed to guide agents toward positive interactions with challenging callers.*

**Success With Challenging Callers** is a half-day training course designed to teach inbound agents how to effectively diffuse a caller's anger allowing both parties to focus on problem resolution. Agents learn to distinguish between the technical and emotional aspects of servicing callers and how to use their verbal and vocal skills to control the emotion of the call.

### Course Overview

#### Objectives

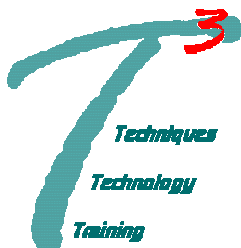
- Differentiate between the technical and emotional aspects of call handling
- Gain the customer's cooperation through diffusing dissatisfaction and resistance
- Utilize verbal and vocal qualities that project ownership and control
- Apply techniques to manage their own emotions in the call center

#### Outline

1. Foundation for Customer Service
2. Diffusing Challenging Customers
3. The Effect of Words and Tone
4. Telephone Techniques for Difficult Situations
5. Managing Your Emotions

### **BENEFITS** of "Success With Challenging Callers"

- Learn how to use positive techniques to calm irate callers
- Develop skills to maintain call control for quick problem resolution
- Develop a personal work plan for handling difficult callers



**Call Amtech Marketing to discuss how your company can benefit from the value of this dynamic agent skills training.**

**Call today 888-546-4844**

303-814-1379

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