

CALL CENTRE TRAINING MANUAL



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Thursday, May 30, 2024

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Call Centre Training Manual

John P. Wilson



Call Centre Training Manual:

The Call Centre Training Handbook John P. Wilson, 2009 A complete resource for providing learning training and development within contact centers This handbook offers call center managers and trainers information with which to benchmark training and identifies best practice in learning and development Call Centre Training and Development Laurence Carter, 2012-12-19 The training and development team of an international call centre enterprise is faced with the challenge of creating a global workforce dedicated to excellent customer service and high quality operational results that drive business performance High standards for employee performance must be nurtured in the organisation The training and development team is responsible for producing and delivering training that can be effectively utilized in different global operational environments with individuals of different cultural backgrounds The goal is to train call centre employees who attain the same levels of productivity quality and compliance across the global organisation Training initiatives should be developed for effective use throughout the organisation and should be able to generate the same level of competencies in workforce employees regardless of their location In a highly competitive market for global call centre operations training and development teams should be at the forefront of the planning and execution of training programs that generate excellent business results while ensuring learning transfer in an enriching learning environment This book is dedicated to reviewing aspects of call centre training and development to showcase what it takes to create a world class productive and successful call centre training and development program Gender and Communication at Work Marilyn J. Davidson, 2016-04-15 Written by leading researchers from four continents this book offers a broad and contemporary assessment of the ways in which gender affects workplace communication and how this in turn influences people's choices training opportunities and career development A range of work situations are considered including communication within the normal routine in a crisis or under pressure and during those occasions important for career development and examples are sourced from a variety of contexts including international business leadership service work and computer mediated communication Gender and Communication at Work includes a diversity of theoretical perspectives in order to most successfully map the range of communication strategies identities and roles which impact upon and are influenced by gender at work *Spanish at Work* Nuria Lorenzo-Dus, 2010-11-30 A state of the art collection of works on institutional discourse across the Spanish speaking world This volume focuses on how language is used in the media politics and the workplace what discursive identities are constructed and how interpersonal relations are negotiated *Language and Power in the Modern World* Mary Talbot, 2019-08-07 This book explores key areas of modern society in which language is used to form power and social relations These are presented in five sections Language and the Media Language and Organisations Language and Gender Language and Youth Multilingualism Identity and Ethnicity With a unique combination of selected readings and student centred tasks in a single volume the book covers contemporary issues in language and power ranging from the global

to the interpersonal Each area and each reading chosen to explore it is substantially contextualised and discussed through a detailed introduction and then followed up with related activities Each section comprises a substantial specific introduction which draws students attention to key themes and issues relevant to its topic a set of four or five selected readings which encourages students to locate critically these issues in context a task or set of tasks obliging students to undertake hands on linguistic analysis of data and engage in more sophisticated discussion of pertinent issues In depth exploration of a variety of approaches to the study of language and power Unique combination of advanced readings student centred tasks and editorial guidance Hands on activities at the end of each chapter

Language and Power Paul Simpson, Andrea Mayr, 2009-10-16
Routledge English Language Introductions cover core areas of language study and are one stop resources for students Assuming no prior knowledge books in the series offer an accessible overview of the subject with activities study questions sample analyses commentaries and key readings all in the same volume The innovative and flexible two dimensional structure is built around four sections introduction development exploration and extension which offer self contained stages for study Each topic can also be read across these sections enabling the reader to build gradually on the knowledge gained Language and Power offers a comprehensive survey of the ways in which language intersects and connects with the social cultural and political aspects of power provides a comprehensive introduction to the history of the field and covers all the major approaches theoretical concepts and methods of analysis in this important and developing area of academic study covers all the traditional topics such as race gender and institutional power but also incorporates newer material from forensic discourse analysis the discourse of new capitalism and the study of humour as power includes readings from works by seminal figures in the field such as Roger Fowler Deborah Cameron and Teun van Dijk uses real texts and examples throughout including advertisements from cosmetics companies newspaper articles and headlines websites and internet media and spoken dialogues such as a transcription from the Obama and McCain presidential debate is accompanied by a supporting website that aims to challenge students at a more advanced level and features a complete four unit chapter which includes activities a reading and suggestions for further work Language and Power will be essential reading for students studying English language and linguistics Paul Simpson is Professor of English Language in the School of English at Queen s University Belfast UK where he teaches and researches in stylistics critical linguistics and related fields of study Andrea Mayr is Lecturer in Modern English Language and Linguistics at Queen s University Belfast UK where she teaches and researches in media discourse and in multimodal critical discourse analysis

Borders in Service Kiran Mirchandani, Winifred Poster, 2016-10-27 Borders in Service traces the intersection of service labour and national identity across global call centres in seven countries El Salvador Guatemala Guyana Mauritius Morocco the Philippines and the US Mexico border While most studies on offshore call centres have focused on India this collection explores the experiences of call center workers in many of the newly emerging hubs of transnational service work In this collection Kiran Mirchandani

and Winifred Poster have gathered a wide range of contributors to explore the dynamics within global call centres Such dynamics include language speech accent issues expressions of consumer sentiment physical space and organizational human resource and labour policies By grounding the theoretical debates on nationhood and labour in the realities of daily life in global call centres Mirchandani and Poster have created a timely accessible and revealing collection that will change what we know about offshored customer service work

Politeness in Professional Contexts Dawn Archer, Karen Grainger, Piotr Jagodziński, 2020-08-15 Much like in everyday life politeness is key to the smooth running of relationships and interactions Professional contexts however tend to be characterised by a plethora of behaviours that may be specific to that context They include polite behaviours impolite behaviours and behaviours that arguably fall somewhere between or outside such concepts The twelve chapters making up this edited collection explore these behaviours in a range of communication contexts representative of business medical legal and security settings Between them the contributions will help readers to theorize about and in some cases operationalize im politeness and related behaviours for these real world settings The authors take a broad yet theoretically underpinned definition of politeness and use it to help explain analyse and inform professional interactions They demonstrate the importance of understanding how interactions are negotiated and managed in professional settings The edited collection has something to offer therefore to academics professionals and practitioners alike

The Training Design Manual Tony Bray, 2009-07-03 This workbook and the accompanying online resources provide a one stop reference manual to designing and delivering a successful training course Written in a practical and user friendly style The Training Design Manual provides both theory and practical exercises guiding the reader through the total design process from start to finish Theory and concepts are followed by practical application and a blend of text and graphics appeals to a wide range of learning styles Accompanying online material includes design templates which the reader can use to record ideas as they progress through the book so that by the end they will have a complete course design Online supporting resources include dozens of activities examples and templates

Phone Clones Kiran Mirchandani, 2012-04-15 Transnational customer service workers are an emerging touchstone of globalization given their location at the intersecting borders of identity class nation and production Unlike outsourced manufacturing jobs call center work requires voice to voice conversation with distant customers part of the product being exchanged in these interactions is a responsive caring connected self In Phone Clones Kiran Mirchandani explores the experiences of the men and women who work in Indian call centers through one hundred interviews with workers in Bangalore Delhi and Pune As capital crosses national borders colonial histories and racial hierarchies become inextricably intertwined As a result call center workers in India need to imagine themselves in the eyes of their Western clients to represent themselves both as foreign workers who do not threaten Western jobs and as being just like their customers in the West In order to become these imagined ideal workers they must be believable and authentic in their emulation of this ideal In conversation with Western clients Indian customer service

agents proclaim their legitimacy an effort Mirchandani calls authenticity work which involves establishing familiarity in light of expectations of difference In their daily interactions with customers managers and trainers Indian call center workers reflect and reenact a complex interplay of colonial histories gender practices class relations and national interests

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