

# tomorrowtraining



How to get your *call centre* to become more empathetic, articulate, responsible, knowledgeable, interested and efficient to all generations:

Research shows that most people choose tried and tested brand names because they know what to expect from them. Your call centre is often the primary point of contact for your brand and therefore responsible for creating the perception people have of your company. And let's not forget perception is more important than truth when it comes to reputation. So don't underestimate the importance of having a remarkable call centre. That's why we focus on creating a sense of 'seamlessness' for call centres. In other words, a caller always knows what they going to get; and what they going to get must be not good, nor great but remarkable *every time*.

Our four-module course focuses on teaching agents about the following:

- Provides consultants with tools and skills for understanding, motivating and communicating in a multi-generational workplace
- The voice: where and how it is made in the body
- pitching their vocal energy appropriately for the nature of the call
- vocal tone which communicates intention and emotion
- the mental barriers preventing vocal appropriateness
- the importance of words
- the difference between talking on the phone versus face to face
- listening on the phone

To ensure measurability we like to spot test calls upon completion of training, which can also be used as a form of assessment. This course can be trained over 1, 2 or 3 days. Please contact Laura for more information regarding costing.

Contact Laura Eickhaus on:  
Cel: 082 7266860  
Email: [laura@tomorrowtoday.co.za](mailto:laura@tomorrowtoday.co.za)

# tomorrowtraining

Laura Eickhaus  
Cel: 082 7266 860  
Email: [laura@tomorrowtoday.co.za](mailto:laura@tomorrowtoday.co.za)

Contact Laura Eickhaus on:  
Cel: 082 7266860  
Email: [laura@tomorrowtoday.co.za](mailto:laura@tomorrowtoday.co.za)