
OPTIMUM EFFICIENCY AT BPO / KPO

What every individual needs to know about quick starting a Career within a BPO / KPO

Program Overview:

Outsourcing industry requires an individual who can confidently and diligently deliver organizational goals to client with maximum results. Since it is a client servicing industry, communication skills is of extreme importance. It is mandatory that a BPO aspirant know the ethics and standards that is expected from an employee for optimum performance.

Who should attend?

This workshop is designed for an individual aspiring for a successful career within a BPO or the outsourcing industry.

How will this benefit you and your organization?

Participants will leave this workshop with insights on work ethics, behavior, speech enhancement & getting familiar with basics in IT enabling you to quickly adapt to the working pattern in BPO/KPO.

What topics are covered?

CALL CENTRE ETHICS	UNDERSTANDING CUSTOMER BEHAVIOR	SPEECH LEVEL ENHANCEMENT
<ul style="list-style-type: none">• Rules and culture governing the call center industry• Growing and contributing in the organization	<ul style="list-style-type: none">• Types of Customers• Dealing with all types• Code of Conduct• Voice regulation and modulation• Empathizing• Maintaining Self control and confidence• Objections & criticisms	<ul style="list-style-type: none">• Intonation• Diction• Phonetics• English enhancement and upgrading
INTRODUCTION TO IT SKILLS		
<ul style="list-style-type: none">• Basics in Computers• Internet and Emailing• Increasing Typing speed		

Register for Training