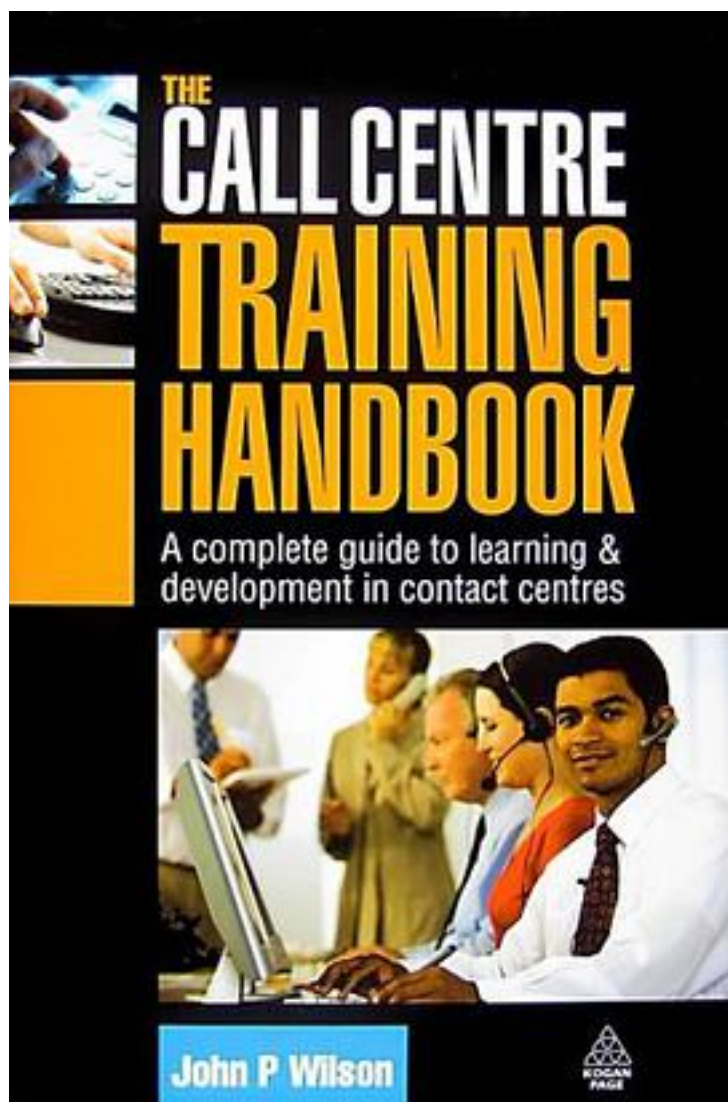


The Call Centre Training Handbook



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"The Call Centre Training Handbook" is a complete resource for providing learning, training and development within contact centres. Whether it is induction or periodic training, those who train staff will find it an indispensable resource. It also offers call centre managers and trainers information with which to benchmark training and identifies best practice in learning and development. The book addresses the key areas of training call centre staff including; quality of customer service, dealing with difficult customers, outsourcing and offshore training, and measuring and evaluating performance. International case studies provide the reader with practical examples of real-life training, while sample exercises and models supply the tools to deliver effective learning.

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