



Overview:

The objective of this training program will be to help participants understand and use a neutral English accent that can be easily understood by people from various cultures across the globe. The methodology will include a combination of presentations, activities, assignments, evaluations, practice and feedback.

Training Topics:

- Accent Neutralization
 - Identifying and dealing with Mother Tongue Influence (MTI)
 - Pronunciation
 - Vowel Sounds and Consonant Sounds
 - Using Inflection
 - Using Intonation and syllable stress
 - Pausing for effect
 - Reducing Rate of Speech
- Business Writing
 - Getting to the point
 - Being concise
 - Paragraphing
 - Use of lists
 - Framing effective questions
 - Choosing the right tone
 - Using non-discriminatory language
 - Punctuation, grammar and spelling
 - Organizing thoughts
 - Structuring paragraphs and sentences



Customer Service:

- Understanding 21st century customer service from a global perspective
- Internal vs. External customers
- Developing customer service orientation
- Setting and managing customer expectations
- Essentials of quality customer service
- Creating 'Customer Delight'
- Dealing with different kinds of customers
 - Aggressive/demanding customers
 - Angry customers
 - HR process-ignorant customers
- Customer service mistakes & ways to overcome them

Customer Handling:

- Role play: Handling an IT-ignorant customer
- Role play: Handling a frustrated customer
- Using reflective listening
- Empathizing with customers

Telephone Etiquette:

- Introduction:
 - Greeting
 - Using the customer's name accurately & effectively
- Identifying the customer's needs:
 - Probing
 - Using the right kind of questions
 - Using questions effectively
- Gathering information:
 - Re-statement



- Paraphrasing
- Summarizing
- Resolution:
 - Respectfully giving directions (avoiding being blunt)
 - Moving at the customer's pace
 - Avoiding jargon
- Effective call handling:
 - Hold procedure
 - Avoiding 'Dead Air'
 - Avoiding fillers
 - Active listening
 - Avoiding forbidden phrases (e.g. "Just a second")

Communication Skills

- Verbal communication
 - Probing Skills
 - Open-ended Questions
 - Close-ended Questions
 - Counter-productive questions
 - Paraphrasing
 - Summarizing
- Non-verbal communication
 - Tone of voice
 - Rate of speech
 - Courtesy and politeness
 - Body language
- Activity
 - 2 minute free speech on various topics
 - Call simulation



- Listening skills
 - Active Listening
 - Reflective Listening
 - Passive Listening

Training Hours:

Our recommendation is for 40 hours of training

Training Methodology:

- Instructor Led Training
- Role Plays
- Games and Group Activities

Resources Required:

- Momentum Training Solutions will conduct the training.
- Maximum number of participants to a class will be 15.
- The training will be conducted at a venue organized by your organization.
- The following will be provided by your organization:
 - Handouts will be printed/photocopied
 - The LCD projector
 - Audio speakers