



CALL CENTER AGENTS

The First Contact for Families Seeking Information



Duration: 1 Day

Maximum Attendance: 25

Format: Extensive use of role play, large and small group discussions

Description: Chaos and concern are immediate results of any emergency. Communication becomes difficult, people are missing. At this time companies should react swiftly to provide trained staff who can answer the multitude of questions that families will have concerning their loved ones. These call center agents provide a vital service to distressed families. At times of great stress and uncertainty, agents are required to react to many different emotions while collecting critical information on the missing person. This training prepares those front-line agents for their duties in an emergency call center environment. It will help them understand the important role that they play at the very beginning of an investigation and support network. The highly-practical training will expose the essential requirement for consistency of gathering information in a compassionate and calm manner. At the end of the training, delegates will have the skills and techniques to confidently perform their duties following an emergency. **This training is suitable either for existing call agents who normally work in a non-emergency environment or staff from other departments who provide surge call center support during an emergency.**

Objectives:

- Examine the critical role of the call center and the call center agents
- Understand how to screen calls, the importance of scripts, and interview callers in an emotionally charged situation
- Review key standard procedures, including the appropriate forms and reports
- Learn how to effectively assist different types of people in crisis

Course Content:

- Call center purpose
- Call center agent roles and responsibilities
- How to assist people in crisis
- Standardized procedures for information collection and distribution
- Useful forms and reports
- How to manage different types of callers
- Return to normal job responsibilities
- Call center agent self-care

Further Information

If you would like to know more about the Call Center Agents and how it can complement your existing emergency plan please email at kenyon@kenyoninternational.com or contact any of the Kenyon worldwide offices.



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