



Call Center Training

SEHG-SM-4563 · Business · approx. 11 min seat time · English · 100% online, self-paced

Accreditation & industry alignments: none verified on record — institutional accreditor mapping pending

COURSE DESCRIPTION

Sales & Marketing course covering call center training. Self-paced lessons with applied exercises.

WHO THIS COURSE IS FOR

Working professionals, team leads, and career-changers who want practical, job-ready Business skills — no prior coursework required. Teams and organizations can enroll groups for consistent, measurable upskilling.

WHAT'S INCLUDED

- 1 clock hour(s) of self-paced online learning
- 12 course modules
- 11 instructional videos — 11 minutes of total video runtime
- This syllabus (PDF), downloadable for reference
- Official SEHG Certificate of Completion upon finishing the course
- Language editions: English · Español

Delivered 100% online and self-paced in the SEHG learning platform. This section lists the materials currently delivered for this course.

MODULE MAP

- **Module 1 — Introduction**
 - Course Objectives
- **Module 2 — The Basics (I)**
 - Defining Buying Motives
 - Establishing a Call Strategy
 - Prospecting
 - Qualifying
- **Module 3 — The Basics (II)**
 - Getting Beyond the Gate Keeper
 - Controlling the Call
 - Difficult Customers
 - Reporting
- **Module 4 — Phone Etiquette**
 - Preparation
 - Building Rapport
 - Speaking Clearly - Tone of Voice
 - Effective Listening
- **Module 5 — Tools**
 - Self-Assessments
 - Utilizing Sales Scripts

- Making the Script Your Own
- The Sales Dashboard
- **Module 6 — Speaking Like a Star**
 - S= Situation
 - T = Task
 - A = Action
 - R = Result
- **Module 7 — Types of Questions**
 - Open Questions
 - Closed Questions
 - Ignorant Redirection
 - Positive Redirection
 - Negative Redirection
 - Multiple Choice Redirection
- **Module 8 — Benchmarking**
 - Benchmark Metrics
 - Performance Breakdown
 - Implementing Improvements
 - Benefits
- **Module 9 — Goal Setting**
 - The Importance of Goals
 - SMART Goals
 - Staying Committed
 - Motivation
 - Overcoming Limitations
- **Module 10 — Key Steps**
 - Six Success Factors
 - Staying Customer Focused
 - The Art of Telephone Persuasion
 - Telephone Selling Techniques
- **Module 11 — Closing**
 - Knowing when it's Time to Close
 - Closing Techniques
 - Maintaining the Relationship
 - After the Sale
- **Module 12 — Assessment**

COMPLETION & CERTIFICATION

Completion-based: a certificate of completion is issued after all course videos have been viewed.
 The certificate of completion is non-credit. This course does not currently carry academic credit or CEUs.

OFFICIAL SEHG CERTIFICATE

Graduates receive the official Synergy University Education Certificate of Completion — issued by the Office of the Registrar with a unique credential ID, shareable to LinkedIn and verifiable online.

Every certificate carries a unique credential ID — verify at:

SynergyEducation.AI/verify

SUPPORT, ACCESS & POLICIES

- Support: CEO@SynergyEducation.AI
- Accessibility: ADA/WCAG 2.1 AA-first delivery; accommodations available on request.

- Academic integrity and refund policies: per SEHG student handbook.

Enroll Today

Tuition per learner (Essentials tier) — enroll online with the course code below.

\$49 · SEHG-SM-4563 · SynergyEducation.AI

Also available: instructor-led workshop kits for teams — in-person training agendas, playbooks, and facilitator materials built on this course. Contact CEO@SynergyEducation.AI.