



Contact Center Training

SEHG-SM-9509 · Business · approx. 7 min seat time · English · 100% online, self-paced

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

COURSE DESCRIPTION

For many people, the term Contact Center relates to sales calls and telemarketers. However; a contact center can provide assistance in many different ways. A contact center can provide customer support, information technology support, and much more. The key to providing great customer service is in the training. A well-trained contact center can be the difference between gaining more customers and losing the ones you have. Customers want a well-educated agent when they contact a business. They want to know that the person answering their questions knows what they are talking about. Training your staff to effectively assist your customer base is paramount.

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.

SKILLS & LEARNING OUTCOMES

Upon completion, the student will be able to:

- How to get management involved in training
- Why peer training works
- That manners are important with a contact center
- How to build rapport with the callers
- How to deal with difficult customers

WHAT'S INCLUDED

- 1 clock hour(s) of self-paced online learning
- 13 course modules
- 7 instructional videos — 7 minutes of total video runtime
- This syllabus (PDF), downloadable for reference
- Official SEHG Certificate of Completion upon finishing the course
- Language editions: English

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 — It Starts at the Top**
 - Create an Open Culture
 - Understand Goals
 - Understand Agents' Responsibilities

- Identify Education Opportunities
- **Module 3 — Peer Training**
 - Top Performing Employees
 - Discuss Role With Company
 - Critique Previously Recorded Calls
 - Cross Training
- **Module 4 — How to Build Rapport**
 - Smile in Your Voice
 - Engage in Small Talk
 - Listen, Acknowledge, and Empathize
 - Be Yourself
- **Module 5 — Learn to Listen**
 - Allow Customer to Talk
 - Avoid Judgment
 - Take Notes
 - Recap the Call
- **Module 6 — Manners Matter- Etiquette & Customer Service (I)**
 - Scripting
 - Dead Air
 - Tone & Inflection
 - Saying it the Right
- **Module 7 — Manners Matter- Etiquette & Customer Service (II)**
 - "Reading" Your Customers
 - Properly Transferring Calls
 - Going the Extra Mile
 - Limit Information
- **Module 8 — Handling Difficult Customers**
 - Keep Calm
 - Listen, Repeat, and Apologize
 - Avoid Placing Blame
 - Solve the Problem
- **Module 9 — Getting the Necessary Information**
 - Have a Checklist
 - Linear Thinking
 - Open-Ended Questions
 - Close-Ended Questions
- **Module 10 — Performance Evaluations**
 - Consistent Service
 - Abandoned Calls
 - Speed of the Answer
 - Length of Call
- **Module 11 — Training Doesn't Stop**
 - Evaluate Progress
 - Get Feedback on Training
 - Kudos to Deserving Employees
 - Have Monthly Meetings
- **Module 12 — Assessment**
- **Module 13 — Wrapping Up**
 - Course Summary

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-9509 · 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.