

SEHG IN-PERSON WORKSHOP SERIES

Contact Center Training

Instructor-Led Workshop · Facilitator Kit

Complete facilitator kit for delivering the SEHG Contact Center Training workshop on site — training manual, instructor guide, slides, icebreakers, quick-reference sheets, and completion certificates.

WHAT'S IN THIS KIT

01 · Training Manual (participant workbook)

02 · Instructor Guide (facilitator script & timings)

03 · Icebreakers & Activities

04 · Presentation Slides

05 · Quick Reference Sheets (takeaway)

06 · Certificate of Completion

SEHG-SM-9509 · IN-PERSON WORKSHOP KIT

synergyeducationholdings.com

Contact Center Training

SYNERGY EDUCATION HOLDINGS GROUP · IN-PERSON WORKSHOP SERIES

About This Workshop

For many people, the term Contact Center relates to sales calls and telemarketers, but a contact center can provide customer support, information technology support, and much more. The key to offering great customer experience is in the training. A well-trained contact center employee can be the difference between gaining more customers and losing them. 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, and giving them the information that is needed to effectively assist your customer base is paramount.

With our “Contact Center Training” workshop, your participants will discover the basic elements of being an effective employee of a contact center.

Workshop Objectives

- How to get management involved in training.
- Why peer training works.
- Manners are important.
- How to build rapport with the callers.
- How to deal with difficult customers.

Format & Delivery

- Instructor-led session, delivered on site or SEHG-hosted
- Includes participant workbooks, activities, and takeaway reference sheets
- Every participant receives an SEHG Certificate of Completion
- Pairs with the SEHG online Contact Center Training course for pre-work and reinforcement

Preparing & Delivering the Workshop

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Before the Workshop

- Review the Instructor Guide end to end — timings, scripts, and activity setup
- Print one Training Manual and one Quick Reference Sheet per participant
- Load the Presentation Slides and test the projector, audio, and clicker
- Choose 1–2 icebreakers from the kit that fit the group size and room
- Prepare blank Certificates of Completion for sign-off at close

Checking Out the Venue

- Adequate seating with clear sight lines to the facilitator and screen
- Projector compatibility, cables, and extension cords tested in advance
- Lighting that lets participants see you, their notes, and the screen
- Space for group activities, plus a table for handouts and materials

Closing the Session

- Recap the workshop objectives and each participant's key takeaway
- Distribute the Quick Reference Sheet as the on-the-job takeaway
- Present the SEHG Certificate of Completion to each participant
- Point participants at the paired SEHG online course for reinforcement

Book this workshop

Contact your SEHG program advisor to schedule this workshop for your team, or add it to any SEHG learning program as the in-person option.

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Certificate of Completion

This certificate is proudly presented to

for successfully completing the SEHG in-person workshop

Contact Center Training

Awarded this ____ day of _____, 20__

Facilitator Name & Title



Synergy Education Holdings Group