



CENTRAL BANK OF EGYPT  
Egyptian Banking Institute

# Handling Customer Call Techniques

ACCREDITED BY  
**ACCET**  
A Partnership for Quality™

Customer Growth & Experience Excellence



290-P26-CE



In-Class



16 hours

## Course Description:

This program will teach the participants a simple but powerful three-step process to calm an angry caller, regain control over the call, and diffuse the caller's strong emotions to refocus on resolving the issue. In addition, it will help call center agents reduce their Average Call Handling Time (AHT), which is one of the most important operational indicators for any contact center. Participants will learn how to steer conversations with customers towards a more structured call flow.

## Target Audience:

Call center, customer service agents, and support staff who deal with angry callers

## Course Objectives:

- Illustrate how to handle angry and difficult callers
- Explain how to control calls

## Course Outline:

### Part One: Handling Angry and Difficult Callers

#### Module One: Handling Angry and Difficult Callers

- The expectations of different callers
- Three- step process for handling angry callers

### Part Two: Controlling Calls

#### Module One: Importance of Controlling Each Call

- Why are lengthy calls a problem?
- Why do calls go out of control?
- Are you an expert?
- The call control process

#### Module Two: Using the Power of Questions

- Controlling a conversation
- Battleship activity
- The different types of questions

## Module Three: Call Control Techniques

- Beginning the call and taking control
- Creating an opening question & establishing call control
- Following a pre-defined call structure
- Using the caller's name
- Bridging – Tactfully redirecting the conversation (4 step process)

## Module Four: Additional Call Control Tips and Skill Practice Activities

- Best practice tips for better call control
- Recorded calls critique (5 actual good calls + 5 actual bad calls)
- Skill Practice Role Play Activity

## Assessment Strategy

Participants will be informally assessed based on their interaction during sessions and their participation in group exercises.

## Course completion will grant participants:

1.3 CEUs

## Course Language:

- Training Material: English
- Facilitation: Bilingual

## Prerequisites:

None