



The Call Centre Training Handbook: A Complete Guide to Learning and Development in Contact Centres

John P. Wilson

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The Call Centre Training Handbook is a complete resource for providing learning, training and development within contact centers. Whether for induction or for periodic training, those who train staff will find it a valuable resource. It also offers call center managers and trainers information with which to benchmark training and identifies best practice in learning and development.

The book addresses the key areas of training call center staff including: quality of customer service, dealing with difficult customers, outsourcing and offshore training, and measuring and evaluating performance. International case studies provide the reader with practical examples of real-life training, while sample exercises and models supply the tools to deliver effective learning.

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