

# Using Emotional Intelligence in a Call Centre

*How to navigate difficult conversations*



## Overview

Working in a call centre or a client-centered job can be rewarding, although it can also come with challenges such as dealing with clients' frustrations, emotions and displacement. This workshop is designed to give you the skills and confidence to manage emotions and become more perceptive of others' by addressing both intrapersonal and interpersonal skills. You will learn how to deal with challenging conversations and situations and build stronger relationships to help you grow in your customer service role, putting clients first while asserting professional boundaries. You will acquire practical tools and techniques to help express yourself with clarity, conviction, and confidence in your daily conversations.

## Audience

This workshop is a foundational course for anyone who wants to strengthen their self-awareness and improve their interpersonal skills in challenging situations through emotional intelligence best practices.

**Duration** Two Days

**Price** \$1095

## Key Topics

- Going the extra mile for the client base you serve and be recognized for your professionalism in service
- Increase your awareness of your thoughts, feelings, perceptions, actions and intentions
- Develop your ability to manage your emotions and the emotions of others
- Become aware of your behavioral patterns and modify how you respond to others
- Understand the components of verbal de-escalation and how to avoid common challenges
- Learn the four Sources of Energy and how to best build energy throughout the day
- Understand the complexities of communication and how messages are misunderstood
- Manage personal filters and biases by listening to seek understanding (i.e. empathetic listening)
- Develop practical skills, effective techniques and coping strategies for dealing with difficult people and situations and moving an interaction forward
- Create more productive working relationships through problem-solving and increase your confidence