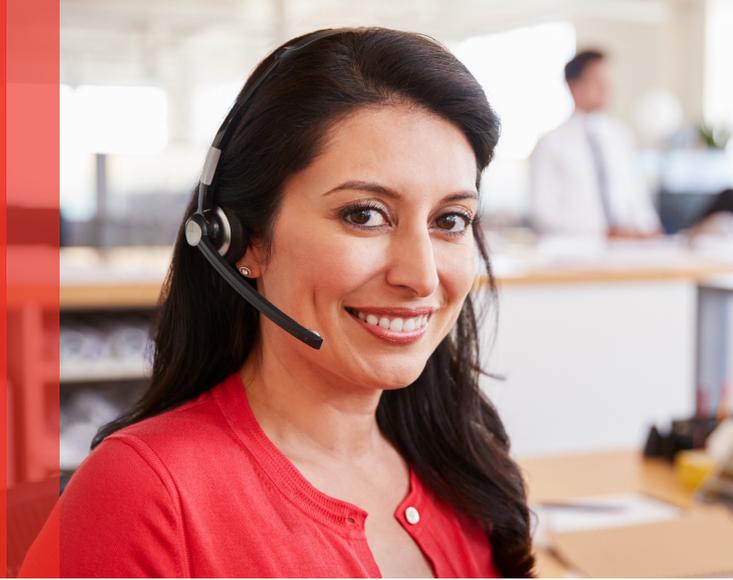




CONTACT CENTRES

Lift customer engagement and improve business performance



Contact centres play a huge role in the way clients and stakeholders perceive an organisation. The way staff deal with queries, disputes and various personalities has an immense influence on the relationships your organisation has with its clients.

Skills can work with you to equip your team with the key competencies needed to improve contact centre performance, as well as help you build career pathways for staff and improve staff attraction and retention.

What are the benefits?

For the **LEARNER**

- Increased confidence in day-to-day work practice
- Access to wider qualification pathways and better career opportunities

For the **ORGANISATION**

- Improved customer engagement and customer service
- Engaged and motivated staff, resulting in lower staff turnover

What qualifications are available?

New Zealand Certificate in Contact Centres (Level 3)

This qualification covers the range of basic knowledge and skills needed to operate effectively in the high-pressure contact centre environment.

Graduates will have the skills and knowledge to interact in contact centres. They will learn techniques for listening, customer focus, technical skills and how to gather information.

New Zealand Certificate in Contact Centres (Level 4)

This qualification is for people working in a contact centre workplace environment. It is recommended that learners have already achieved the New Zealand Certificate in Contact Centres (Level 3) or can demonstrate equivalent knowledge and skills.

Graduates will be equipped with skills, knowledge, and attributes required to work in a senior customer service role in contact centres. They will learn specialised product knowledge, service and customer experience skills to interact, coach, mentor, and role model the organisation's values and behaviours in a contact centre environment.



How are the qualifications achieved?

Alignment

Skills can evaluate your in-house training and workplace practices to see if what you already do meets the requirements of a qualification. If they don't quite measure up, we can work with you to fill those gaps and achieve the qualification. Alignments are only suitable for large groups of individuals.

Alignments are available for the New Zealand Certificate in Contact Centres (Level 3) and the New Zealand Certificate in Contact Centres (Level 4).

Assessment Resources

Skills can provide assessment resources to use in conjunction with the training that your organisation is providing.

Assessment Resources are available for the New Zealand Certificate in Contact Centres (Level 3).

What other solutions does Skills offer?

The Skills Group offers a wide range of solutions to build your team's capability. This includes a range of short courses that are delivered in partnership with IMNZ.



MANAGING CONFLICT AND DIFFICULT CONVERSATIONS

The way we feel about conflict drives our behaviour and has an impact on the people around us.

This course will give you insight into the conflict behaviour of yourselves and others. Learn how to prevent and manage conflict, rather than just react to it, and try out approaches that support positive outcomes.



THINK ON YOUR FEET®

The ability to Think on Your Feet® is a skill that marks us out as confident and in control. Learn to communicate with clarity, brevity and impact. Even under pressure.

Be more effective in meetings, one to one conversations and presentations. Learn to focus on key issues, organise ideas and answer hard questions with confidence.



TAILOR-MADE SOLUTIONS

We deliver off-the-shelf and bespoke solutions to the challenges facing today's highly complex, competitive and diverse environments.

Our solutions are designed to engage your people, shape underlying attitudes, and drive productivity.

Tailored to your needs, this may include in-house workshops, coaching and mentoring sessions, or even developing e-learning for your business.

Why choose us?

At Skills, our focus is to build New Zealand's workplace capability. We help organisations and their staff grow competencies, improve performance, and build leadership capabilities. After decades in the industry, we know about effective workplace learning.

Ready to get started?

The team at Skills are happy to discuss your needs, the wide range of solutions we have available and how we can empower you to reach your business goals. Call us today on 0508 SKILLS (0508 754 557)

skills.
Grow by growing others