

Teleskills Taster – Course Outline

<p>This Taster normally takes 4 – 5 sessions of less than 3 hours each. Ask the staff in your Learning centre which times you can attend to take the course.</p>	
<p>Who might be interested in this Taster?</p>	<p>Many different people will find this Time Management Taster useful. For example, people currently employed within the Teleworking/Call centre sectors and for those wishing to explore the possibility of pursuing a career in the industry.</p>
<p>What's in the Taster?</p>	<p>The Taster uses learndirect scotland's online learning system, Skillnet, which you can access in your local learning centre. You may even be able to access it at home if you have a computer and suitable internet connection – ask your learning centre staff for more information.</p> <p>There are three different course modules for you to work your way through at your own pace. You can even go back and do something again if you are unsure. The courses include mini exercises so you can check your skills as you move through the course.</p>
<p>Skillnet Courses</p>	<p>There are three courses for you to study in Skillnet:</p> <ul style="list-style-type: none"> • Effective Call Handling • Providing Superior Customer Service • Team Communication
<p>Session 1</p>	<p>There are three courses for you to study in Skillnet:</p> <ul style="list-style-type: none"> • Effective Call Handling • Providing Superior Customer Service • Team Communication
<p>Activity 1</p>	<p><i>Additional Exercises: Ask your tutor for call handling activities</i></p>
<p>Session 2</p>	<ul style="list-style-type: none"> • Effective Call Handling <ul style="list-style-type: none"> ○ Products and services ○ Solving problems
<p>Activity 2</p>	<p><i>Additional Exercises: Ask your tutor for problem solving activities</i></p>
<p>Session 3</p>	<ul style="list-style-type: none"> • Providing Superior Customer Service <ul style="list-style-type: none"> ○ Background Information ○ Developing Customer Service Skills ○ Responding to Your Customer
<p>Activity 3</p>	<p><i>Additional Exercises: Ask your tutor for customer service skills activities</i></p>
<p>Session 4</p>	<ul style="list-style-type: none"> • Providing Superior Customer Service <ul style="list-style-type: none"> ○ Solving Customer Service Problems • Team Communication

	<ul style="list-style-type: none"> ○ Background Information ○ Verbal Communication
Activity 4	<i>Additional Exercises: Ask your tutor for activities</i>
Session 5	<ul style="list-style-type: none"> • Team Communication ○ Non-verbal Communication ○ Active Listening and Responding
Activity 5	<i>Reflect on what you have learnt and plan your next steps</i>
Next steps	<i>What would you like to do next? Your learning centre will be happy to advise or you could call the learndirect scotland helpline free on 0808 100 9000</i>