

<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>	
Target Audience	<p>Many people will find this Teleskills 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>
Skillnet Courses	<ul style="list-style-type: none"> <li>• Effective Call Handling (each module 30 mins) <ul style="list-style-type: none"> <li>○ Good telephone practice</li> <li>○ Instructing others</li> <li>○ Managing yourself</li> <li>○ Products and services</li> <li>○ Solving problems</li> </ul> </li> <li>• Providing Superior Customer Service (2 – 4 hours) <ul style="list-style-type: none"> <li>○ Background Information</li> <li>○ Developing Customer Service Skills</li> <li>○ Responding to Your Customer</li> <li>○ Solving Customer Service Problems</li> </ul> </li> <li>• Team Communication (2 – 4 hours) <ul style="list-style-type: none"> <li>○ Background Information</li> <li>○ Verbal Communication</li> <li>○ Non-verbal Communication</li> <li>○ Active Listening and Responding</li> </ul> </li> </ul>
Session 1	<p>Course Overview Skillnet Registration</p> <ul style="list-style-type: none"> <li>• Effective Call Handling (each module 30 mins) <ul style="list-style-type: none"> <li>○ Good telephone practice</li> <li>○ Instructing others</li> <li>○ Managing yourself</li> </ul> </li> </ul>
Activity 1	<p><i>Exercises in call handling (see Tutor Guide)</i></p>
Session 2	<ul style="list-style-type: none"> <li>• Effective Call Handling (each module 30 mins) <ul style="list-style-type: none"> <li>○ Products and services</li> <li>○ Solving problems</li> </ul> </li> </ul>
Activity 2	<p><i>Exercises in problem solving (see Tutor Guide)</i></p>
Session 3	<ul style="list-style-type: none"> <li>• Providing Superior Customer Service (1 – 2 hours) <ul style="list-style-type: none"> <li>○ Background Information</li> <li>○ Developing Customer Service Skills</li> <li>○ Responding to Your Customer</li> </ul> </li> </ul>
Activity 3	<p><i>Exercises in customer service skills or core skills activities (see Tutor Guide)</i></p>
Session 4	<ul style="list-style-type: none"> <li>• Providing Superior Customer Service (½ hour) <ul style="list-style-type: none"> <li>○ Solving Customer Service Problems</li> </ul> </li> <li>• Team Communication (1 – 2 hours) <ul style="list-style-type: none"> <li>○ Background Information</li> <li>○ Verbal Communication</li> </ul> </li> </ul>
Activity 4	<p><i>Activities as appropriate to learner's needs (see Tutor Guide)</i></p>
Session 5	<ul style="list-style-type: none"> <li>• Team Communication (1 – 2 hours) <ul style="list-style-type: none"> <li>○ Non-verbal Communication</li> <li>○ Active Listening and Responding</li> </ul> </li> </ul>
Activity 5	<p><i>Reflect on lessons learnt and plan next steps</i></p>
Next steps	<p><i>Offer learning opportunities that build on the skills developed in this Taster</i></p>