

Contact Center Training

Linear Thinking

Linear thinking involves step-by-step progression. A linear thinker expects one step to be addressed before moving on to the next step. This could be considered a logical way of thinking to ensure each piece of the puzzle properly fits into place so that no important detail is missed. Although not everyone is a natural born linear thinker, this skill can be very helpful in getting to the root of and resolving a customer service issue.

Common characteristics of linear thinkers:

- Structure-based
- Traditional
- Like to implement solutions
- Stick to the facts

Allow Customer to Talk

In a conversation, there is the person who talks, and the person who listens, that part is pretty basic. These roles can be interchangeable, but there is always someone who takes the lead on talking, in this context that should be the customer. As we have talked about before, it is very common for a phone operator to become too focused at the task at hand and forget to use their listening skills. No one likes to be interrupted, so a contact center agent has to make sure to be patient. Customers who are constantly interrupted start feeling like they are being rushed, or that you are not invested in assisting them. You want to give the customer 100% of your attention, and make sure you are understanding their needs and feelings. Sometimes you will get customers that just need to vent their frustrations, and sometimes you will get customers who have a hard time expressing their needs. Allowing the customer to finish talking, uninterrupted, will show them you value them as a customer and are ready and willing to help them.



Smile in Your Voice

One great way to start building rapport with your customers is by having a smile in your voice. No one wants to call and talk to a grumpy employee. Having a smile in your voice puts the customer at ease and makes them feel welcome to call. Also having a smile helps your inflection on the phone. How do you keep a smile in your voice during a phone call?

- Answer the call with a smile, a real smile! Caller can hear your smile, and it will make you more genuine.
- Utilize a mirror to remind yourself to smile when you are taking a call.
- Have pictures around that bring a smile to your face.
- Remember to leave your baggage at the door, and keep yourself upbeat.