



## **VIRTUAL INTELLIGENCE PROVIDERS, LLC** **VIP CALL CENTER PROGRAM**

### **Human Resource Management: Call Centers**

"Training for the present, educating for the future, developing a better Corporate America"

#### **PART 1: INTRODUCTION TO CALL CENTER OPERATIONS**

Chapter 1: Detailed information about Call Center environments

#### **PART 2: STAFFING AND RECRUITING FOR CALL CENTERS**

Chapter 2: It begins with the right people

Chapter 3: Human Resource Planning

Chapter 4: Targeted Selection for Call Center Managers

#### **PART 3: ATTRACTING AND RETAINING CALL CENTER PERSONNEL**

Chapter 5: Recruitment

Chapter 6: Selection

Chapter 7: Call Center Incentive Programs

#### **PART 4: PLACING, DEVELOPING AND EVALUATING CALL CENTER PERSONNEL**

Chapter 8: New Hire Orientation and Training Programs

Chapter 9: Work Options and Employee Motivation

Chapter 10: Performance Appraisal / Balanced Scorecards

#### **PART 5: CORE TRAINING FOR A CALL CENTER ENVIRONMENT**

Chapter 11: Customer Service Training

Chapter 12: Cultural Awareness

Chapter 13: Communication Skills

Chapter 14: Team Work

Chapter 15: Sales Skills (Closing)

Chapter 16: Employee Relations in a Call Center

#### **PART 6: LEADERSHIP IN A CALL CENTER ENVIRONMENT**

Chapter 18: Communication effectiveness (supervisors vs. team members)

Chapter 19: Delivering Effective Feedback

Chapter 20: Using Progressive Discipline

Chapter 21: Effective Rearward and Recognition Programs

Chapter 22: Quality Assurance

Chapter 23: Call Center Cross Training Framework

#### **NOTE:**

**ALL TRAINING PROGRAMS ARE SET UP AS CORPORATE CERTIFICATION PROGRAMS**

- *ON-LINE LEARNING IS HOSTED BY VIP- LMS® Learning Management System. System is available 24X7, all year around.*
- *Training includes all material preparation - Printing can be done on-site or VIP can prepare all printed matter for an applicable fee.*
- *Materials Include: Participants workbook, PowerPoint presentations, learning activities, skills practice, graduation certificate and trainer evaluations*

#### **VIP's Benefits:**

- ~ *Rapid Documentation Development (VIP-Tool Box®)*
- ~ *Structured Writing and Documentation for Policies and Procedures*
- ~ *Structured Writing for Technical and Operational Processes*
- ~ *Structured Writing for Business Communications*
- ~ *Standard Operating Procedures*
- ~ *Training Design and Delivery*
- ~ *Interface Design and Evaluation*
- ~ *Hybrid e-Learning Solutions (Synchronous and Asynchronous Training)*
- ~ *Documentation is easily converted to Web or document management systems*

**Please address your questions or comments to Sonia Clayton.**  
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