

MMM Training Solutions

BPO Training



Contact Details

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Objective:

To equip participants with the critical communication and customer service skills that will seamlessly transform them into highly effective professionals in today's competitive and rapidly-changing Business Process Outsourcing (BPO) industry.

Training Topics:

- **Accent Neutralization:**
 - Identifying and dealing with Mother Tongue Influence (MTI)
 - Pronunciation
 - Vowel Sounds and Consonant Sounds
 - Using Inflection
 - Using Intonation and syllable stress
 - Pausing for effect
 - Reducing Rate of Speech
 - Practice exercises

- **Business Etiquette:**
 - Dress code
 - Personal grooming
 - Tone of voice
 - Smiling
 - Greetings and handshakes
 - Body Language and how it is perceived
 - Avoiding gestures that may be misinterpreted

- **Telephone/Conference Call Etiquette:**
 - Important components of a dialogue:
 - P - Pitch
 - I - Inflection



- C - Courtesy
- T - Tone
- U - Understanding
- R - Rate of speech
- E - Enunciation
- Ground rules for conference calls
- Making introductions
- Punctuality
- Do's and don'ts on conference calls
- Using the 'Mute' function
- Do's and Don'ts on the telephone
- **E-Mail Etiquette:**
 - General etiquette
 - Sending effective messages
 - Form and tone of the messages
 - Responding to messages
 - Organizing the different parts of an email:

Greeting	Enclosures
Closing	CC & BCC
Subject Line	Screen Appearance
Spacing	Font
Replying	Flaming

- **Customer Service:**
 - Internal and external customers
 - Rules for great customer service
 - Moments of truth in customer service



- Understanding and managing customer expectations
- Handling difficult customers
- Do's and Don'ts of customer service

- **Communication Skills:**
 - Verbal communication
 - Probing Skills
 - Open-ended Questions
 - Close-ended Questions
 - Counter-productive questions
 - Paraphrasing
 - Summarizing
 - Non-verbal communication
 - Smiling
 - Posture
 - Handshake
 - Eye Contact
 - Listening skills
 - Active Listening
 - Reflective Listening
 - Passive Listening

- **Cultural Awareness**
 - Understanding some of the salient features of the culture of your clients
 - Learning about the communication styles of your clients
 - Relating to their lifestyle and work environment
 - The normal work day/week



- Leisure, sport and entertainment
- The political and education system
- Social security, credit cards and other aspects of normal everyday work life

Training Hours:

- The duration of the training program will be 40 hours

Training Methodology:

- PowerPoint Presentation
- Role Plays
- Games and Group Activities
- Practice Exercises and Feedback
- Movie and Audio Clips

Resources Required:

- MMM Training Solutions will conduct the training.
- The training will be conducted at a venue organized by the client.
- The following will be provided by the client:
 - Handouts will be printed/photocopied
 - An LCD projector
 - Folders/files for trainees to store their information/feedback
 - Audio speakers

Some of the clients that we have served in the BPO space:

- Sacombank – Vietnam (One of the largest banks in Vietnam that has 225 branches)
- Cognizant BPO
- Calsoft
- L & T Infotech
- Scope International – BPO of Standard Chartered Bank