



## PrinceHeron Communications

Providing  
Communications Tools  
for the Workplace

Coaching  
Planning  
Training

Workshops & Seminars

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## Communications Workshops

### Call Centre and Help Desk Excellence

In today's busy call centers and help desks, you'll find people from many cultures age groups and experience levels working side-by-side, learning the same technologies, processes and procedures and trying to work as effective teams. Such a diverse group of employees has special training needs.

After searching unsuccessfully for Call Centre training for their diverse group of employees, a high-volume company hired PrinceHeron Communications to develop and deliver a program that recognizes the value of both experienced and novice employees, creates a non-threatening learning environment and provides activity-based techniques that encourage participants to learn from each other.

This half-day course was well received and highly rated by the employees.

#### Employee Evaluation Survey Results:

##### LEARNING

1. I have a good understanding of who my customers are and what their common requests are:  
Strongly Agree 57.1% Agree 42.9%
2. I understand why listening is challenging and how I can demonstrate that I am listening:  
Strongly Agree 57.1% Agree 42.9%
3. I understand how to use email to demonstrate I understand my customer's problems:  
Strongly Agree 71.4% Agree 28.6%
4. I feel confident that I have the skills to "control the conversation" to help my customer (either verbally or by email)  
Strongly Agree 57.1% Agree 42.9%
5. I understand what it means to be "professional and accountable" when responding to a customer (attitude) and how this affects me and my colleagues:  
Strongly Agree 57.1% Agree 42.9%
6. I understand the dynamics behind, and learning techniques to handle more difficult customers:  
Strongly Agree 57.1% Agree 42.9%
7. I understand how communication is complicated  
Strongly Agree 57.1% Agree 42.9%

##### FACILITATION

1. The facilitator used to deliver these workshops was engaging and enabled my learning:  
Strongly Agree 71.4% Agree 28.6%
2. The materials used to deliver the training were useful and appropriate:  
Strongly Agree 85.7% Agree 14.3%

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