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inTELEgent™

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inTELEgent™ Call Center Management  
Workshop

# Management Discussion Skills Workshop

## Outline

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Somerset Group Consulting, Inc  
Phone: 301-868-7343  
Fax: 301-868-4402

Course Length – 2.5-3 Days

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## Overview

This course is designed to enhance interpersonal communication in a positive manner and from a position of empowerment on an ongoing basis. Effective discussion skills will strengthen relationships with employees, which will also enhance the participants' position as managers or supervisors and lead to company success.

## Goals

At the end of this course, participants will:

- Understand effective listening skills;
- Understand how to resolve issues with a positive outcome;
- Understand how to provide constructive criticism to your employees; and
- Understand how to give compliments and positive feedback to employees.

## Workshop Topics

- A. Introduction to Discussion Skills
- B. Effective Listening Skills
- C. Verbal Communication
- D. Handling Difficult Conversations
- E. Using these Skills in Common Situations
- F. Course Summary

Participants attending this workshop should be call center managers or supervisors.

## Materials

Participants receive workshop workbook