

Accreditation : This Module is a Nationally Accredited Course

Title : **ICTCC101A – COMMUNICATE EFFECTIVELY IN A CUSTOMER CONTACT CENTRE**

Field Of Study : **OPERATIONS**

What is this course all about?

This unit applies to the wide variety of communication process and media that operate in a customer contact centre. It includes verbal, non-verbal, written, and electronic communications.

When you have finished this course you should be able to demonstrate your ability to:

Analyse communication processes

- ❑ Identify the communications pathways available to individuals in a customer contact centre.
- ❑ Identify the elements of communication in each pathway.
- ❑ Recognise barriers to communication in a customer contact centre.
- ❑ Adopt strategies to reduce barriers to communication.

Communicate verbally

- ❑ Distinguish between verbal communication and other communication types.
- ❑ Use active listening techniques to enhance the message reception process.
- ❑ Use vocal techniques to enhance the transmission of messages.
- ❑ Translate verbal communication into written or electronic communication accurately and efficiently.

Recognise and use non-verbal communication cues

- ❑ Distinguish between non-verbal and other communication types.
- ❑ Identify basic non-verbal communication cues in customers and co-workers.
- ❑ Demonstrate non-verbal cues appropriate to workplace situations.
- ❑ Recognise non-verbal cues, which are inappropriate for the workplace.
- ❑ Modify messages to suit non-verbal cues

Communicate in writing

- ❑ Recognise and produce written communication which is grammatical and correctly spelt.
- ❑ Produce written communication in business letter format.
- ❑ Read and respond to written communication.

Communicate electronically

- ❑ Type proficiently.
- ❑ Identify protocols for email messages.
- ❑ Retrieve, read and produce email messages.
- ❑ Store, delete, and forward email messages.

Some examples of individuals that will benefit from these courses are: -

- ❑ Managers
- ❑ Supervisors
- ❑ Team leaders
- ❑ Sales Staff
- ❑ Customer Service Staff
- ❑ Technical Specialists

You will have better skills & knowledge and familiarise yourself more in the following areas -

- ❑ Application of communication skills in the workplace both verbally or in writing.
- ❑ Demonstration of active listening and voice modulation.
- ❑ Demonstration of non-verbal communication techniques.
- ❑ Demonstration or verified samples of grammatical and correctly spelt written communication.
- ❑ Management of email communication processes.
- ❑ Basic Oral and Written Communication Skills.
- ❑ Voice Technique.
- ❑ Basic business writing.
- ❑ Email functions and protocols
- ❑ Listening Skills.
- ❑ Interpersonal Skills.

What Recognition will you achieve?

Where demonstrated competencies has been achieved in accordance with the endorsed Australian Quality Training Framework (AQTF) standards, a Statement of Results can be issued for those competencies successfully completed in this course. These can be combined with additional competencies achieved later, and together may build towards the issuing of qualification, at Certificate II plus.

How will you be assessed?

Demonstration of competencies for this qualification is achieved via formal assessment. Participants complete a work related project/activities, which incorporates the range of competencies covered for each unit. At completion of each module these activities will be handed in to your trainer, assessed then returned with relevant comments to keep you informed with your progress.

Will you be eligible for subject exceptions?

The units can be completed through attendance at MTG training courses. You may have already attained some competencies covered in the units through previous training, work, or life experience. If you feel you can already demonstrate a competency, then you should apply for **Recognition of Current Competencies (RCC)**. An RCC application form can be found in the MTG trainee welcome kit where you can fill out and fax back to us on (03) 9854-6124 or simply visit our website on www.matrixtraininggroup.com/downloads.php in order to download this application.

What training materials and training aids will you have?

1. **Learner Guides:** - Matrix Training Group will supply each trainee with a module for each unit which contains must know information, learning activities and projects, which will keep you enthusiastically involved in the course. Upon completion of each module these activities will be handed in to the trainer, assessed then returned to trainees with relevant comments to keep you informed with your progress.
2. **Online Support:** - Your Trainer is always available through E-mail & Website support. Our website address is www.matrixtraininggroup.com
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support.