

Key customer service soft skills

1

Communication

2

Listening skills

3

Emotional intelligence

4

Friendliness

5

Ability to remain calm under pressure

6

Good organization

7

Writing skills

8

Body language

9

Initiative to follow up

10

Customer service

Effective Call Centre Training Soft Skills

Ian Pickup



Effective Call Centre Training Soft Skills:

Effective Call Centre Training Soft Skills Book Review: Unveiling the Power of Words

In a world driven by information and connectivity, the power of words has become more evident than ever. They have the capability to inspire, provoke, and ignite change. Such may be the essence of the book **Effective Call Centre Training Soft Skills**, a literary masterpiece that delves deep into the significance of words and their effect on our lives. Written by a renowned author, this captivating work takes readers on a transformative journey, unraveling the secrets and potential behind every word. In this review, we shall explore the book's key themes, examine its writing style, and analyze its overall effect on readers.

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