

Call Center Training



*“Our staff was thrilled with the **ESPAC Call Center Training**. The trainers were skilled and extremely knowledgeable about all aspects of the topic. We learned important details that will help us provide more accessible service.”*

-D. Tyler, Delaware DOT

Call centers are often the gateway to your services for your community. This **Call Center Training** is designed to help you establish the kind of experience you want for your customers by training your staff in the best practices for call centers.

This hands-on, experiential training will:

- Be designed around your call center policies and practices
- Share tips, techniques, and strategies for responding to customers
- Discuss managing stress and staying fresh and professional throughout the work day
- Give all participants the opportunity to put into practice the information learned

Let our trainers coach your staff to develop a performance that will reflect the best possible public image for your agency.

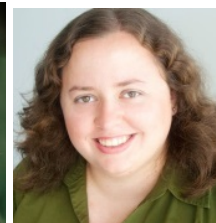
What our Customers say...

“Great content and excellent staff.”

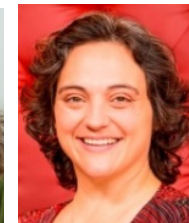
Our Training Team



Donna Smith



Julie Dupree



Kristi McLaughlin

To learn more about this training, including the course syllabus, cost, and available dates in 2016, please contact Donna Smith, Director at 202-403-8349 or dsmith@easterseals.com. Call soon—our calendar is filling quickly.



1425 K Street NW, Suite 200
Washington, DC 20005
844-227-3772
(TTY) 202-347-7385

www.projectaction.com

11/2015