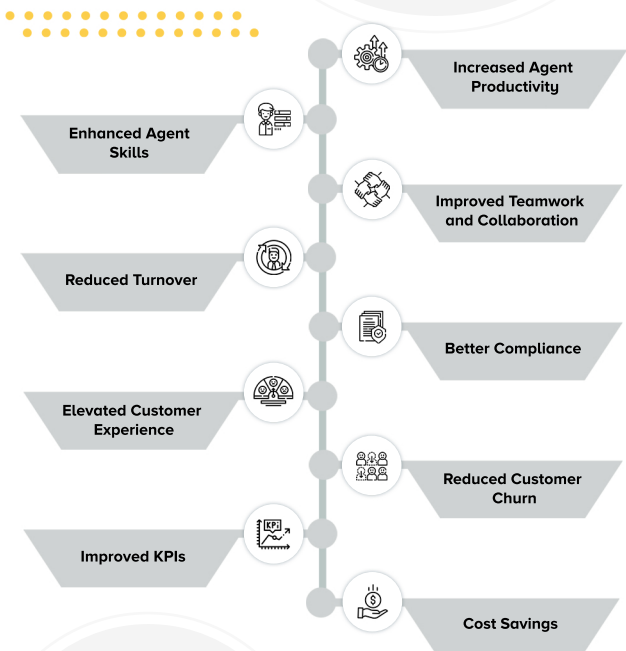


10 Pitfalls to Avoid to Improve Your Call Center Training



- **What Is Call Center Training?**
Call center training is **anything that teaches agents the skills and behaviors necessary to provide excellent customer service and succeed in their role.**

What Are the Benefits of Effective Call Center Training?



Who Can Provide Training for Your Call Center Employees?



What Should You Avoid at All Costs in Call Center Training?

- ❌ Lack of Clear Objectives
- ❌ One-Size-Fits-All Approach
- ❌ Too Long or Too Short Training Sessions
- ❌ Missing Ties to Real-Case Scenarios
- ❌ Disconnect Between Call Center Training and KPIs
- ❌ Focusing Solely on KPIs
- ❌ Failing to Leverage Technology
- ❌ One-Way Feedback
- ❌ Lack of Post-Training Monitoring and Assessment
- ❌ Once-Off Call Center Training

