

# ***The Skill Enhancement Training Session***

## **Video #1: The Power of Positive Language**

### **What is Negative Language?**

1. The things we \_\_\_\_\_ do for our clients.
2. The things we \_\_\_\_\_ do as a company.

### **Example words that have a negative language approach:**

- “Unfortunately” - May be used with caution
- “No Problem” - Use “My Pleasure” instead
- “I don’t” or “I can’t”
- “Fee”
- “Our Policy”

### **Write out your negative language words below:**

---

---

---

---

### **Write a positive way to replace your current negative phrases below:**

---

---

---

---

---

Keep this list by your computer to reference. It will help you replace negative language with positive language.



# ***The Skill Enhancement Training Session***

## **WHAT IS PRESS PLAY FOR CSRs?**

PRESS PLAY for CSRs is a training program designed to help transform your CSRs from call takers to customer service professionals. This principle-based program is designed to be effective in our 2-day classroom program in Austin, as well as in an ongoing coaching and accountability format. The CSRs are taught how to overcome objections, increase satisfaction, and close more calls.

## **WHO IS THE CSR SERIES FOR?**

PRESS PLAY for CSRs is for any CSR, manager, or dispatcher. It is designed to help transform your team into professional CSRs. It provides the knowledge, practice, and skill to increase call closing percentages, and increase client satisfaction.

## **WHAT DOES THE CSR PROGRAM COVER?**

The PRESS PLAY program is a principle-based program covering the following topics:

- Preparing for the Call
- Relationship Building and DISC Profiles
- Evaluation through Questions
- Settling Anxieties
- Scheduling Service and Dispatching
- Planting Seeds
- Logging Accurate Data
- Adding Additional Value
- Your Future: Our Exclusive Season Leveling Program.

## **ADDITIONAL BENEFITS FROM OUR ONGOING CSR TRAINING?**

- Increase Call Closing Percentage
- Decrease Turn Over
- Establish Key Results Areas
- Help with Call Monitoring
- Increase Client Satisfaction
- Develop Accountability Measures

## **YOUR COACH**

Brandy Rogers has been both a CSR and a Dispatcher. She understands the challenges that your team faces. She works with companies all over the United States to improve processes, increase call closing percentages, and increase the CSRs awareness of their role.

## **TAKE ACTION NOW FOR SPECIAL SAVINGS**

Call Brandy today at 512-333-4133

Regular Class Price: \$1,827. **Your Class Price is only: \$1,553.** I am offering a savings of **\$274** if you mention this video series when you book your seat.



Service  
Excellence  
Training

**We Turn Learning into Earning!**

The Accountability and Business Coach Program  
Copyright 2018 Service Excellence Training  
[www.ServExTra.com](http://www.ServExTra.com) Office: 512-333-4133