Title	Professional Growth for Contact Center		
Topic Summary	A Professional Growth for Contact Centre course typically focuses on developing the skills and knowledge necessary for individuals to excel in a contact center environment, ultimately leading to career advancement. These courses often cover a range of topics, including communication skills, customer service strategies, and the use of technology within the contact center.		
Target Audience	Contact Centre Agents	**Length of Study**	36 Hours

Unit(s) Learning Outcomes

1.	
Learning Outcome - 1: Recognize sources of stress and apply techniques to remain professional under pressure. • Develop emotional intelligence and personal resilience strategies.	**Assessment Criteria:** • Stress scenario response analysis. • In-class practical activities and reflections.
2.	
Learning Outcome - 2: Write clear, professional messages tailored for email and chat communication.	**Assessment Criteria:** • Written exercise based on a real customer inquiry

	• Apply proper tone, etiquette, and grammar to various customer service situations.	• Peer review and trainer feedback
	3.	
	Learning Outcome - 3: • Apply prioritization frameworks to manage peak-time workload efficiently • Balance quality and speed through effective planning and scheduling	**Assessment Criteria:** • Case study task plan • End-of-module quiz
	4.	
	Learning Outcome - 4: • Handle objections and escalations while maintaining empathy and clarity • Ensure accuracy and completeness in CRM documentation and case follow-up	**Assessment Criteria:** • Objection handling roleplay • CRM documentation review exercise
Delivery Style	Classroom Learning	