

# Train The Trainer Training

## OBJECTIVES

By the end of the session attendees will be able to:

- ✓ Demonstrate and practice how to deliver Agent Application Training
- ✓ Demonstrate how to log in and log out of different profiles
- ✓ Identify different tabs and build a dashboard with relevant tabs
- ✓ Understand and use supplied materials and resources
- ✓ Demonstrate how to answer and forward calls
- ✓ Practice how to receive and respond to written requests

Staff will learn how to successfully deliver training to other employees, with advice on listening, organisation, praise, delivery and feedback.

## TARGET AUDIENCE

Trainers and key staff training and mentoring staff day to day

## OVERVIEW

**PLEASE NOTE: This course can be tailored to cover either Puzzel Contact centre or Puzzel Case Management.**

This course will equip staff with the skills and knowledge they need to become clear and effective trainers. Participants will receive comprehensive training in Puzzel's Agent Application and learn how to use our supplied materials and resources to train other staff.

## DELIVERY OPTIONS



Face to face



Blended Approach



x3 2 hour sessions



1-8



\* Training will vary and dependent on package purchased