

Soft Skills Training 101: How to Develop Soft Skills in Customer Service



How to Identify the Important Soft Skills to Develop

- Agent soft skills are **the people skills that allow your call center agents to interact with customers, supervisors, and other employees successfully.** We previously listed the five soft skills we think are **most important for call center agents.** To recap, they are:

- ✓ **Communications Skills**
● ● ●
- ✓ **Professionalism**
● ● ●
- ✓ **The Ability to Gain the Trust of Customers**
● ● ●
- ✓ **Product Knowledge**
● ● ●
- ✓ **Problem Solving**
● ● ●

How to Teach Soft Skills: Why Blended Learning is Crucial

- In general, there are two core ways to deliver soft skills training:

Self-study has the advantage of being targeted. A single employee (such as a new worker) can be on-boarded at any time. Additionally, if one employee needs development in a certain area, but most of your team has the specific soft skill, self-study through books, audio, or learning management systems can suit your purpose.



Live training, on the other hand, has the benefit of instant feedback, critical thinking and creating solutions in real-time. When trainers role-play with call center agents, trainers can praise them, correct them, and help them develop strategies for improvement on the fly.



6 Steps to Effective Contact Center Soft Skills Training

- 1** Structure Your Soft Skills Training Carefully
- 2** Evaluate Your Agents
- 3** Set Soft Skills Goals

Develop a Training Plan

4

Provide Time for Reflection

5

Implement Regular Soft Skills Exercises

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