

NBO's Training for Call Centre Staff

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National Bank of Oman recently held a five-day training programme titled “Comprehensive Call Centre Certification Training Programme” in association with Infoline Knowledge Academy, a reputed call centre training organisation. The training conducted for its first batch of call centre agents was held at NBO's training centre.

The Training focused on call centre agent specific inputs like customer orientation, positive communication, telephone skills and etiquette, listening skills, selling skills, customer complaints, and how to handle irate customers.

However the highlight of the programme were the role plays enacted by the participants, which were then recorded and replayed to enable trainees to learn and identify the gaps as well as improve on them. In addition, relevant training related videos were also shown to reinforce specific areas of learning.

Humayun Rashid, NBO 's General Manager, Consumer Banking gave away the certificates at the graduation ceremony held in the presence of Jiju Mohan (faculty Infoline), NBO Management and faculty members of the training and development section.