

## Diploma In Bpo Mangement

### Duration 9 month

Introduction to the ITES & Call Center Industry

2.Detailed study of BPO

3. Effective Communication Skills

4. Accent Neutralization

5. Tone, Volume, Pitch & Inflection

6.European & American English, American Accent

7. Business & Communication Styles

8 Detailed Studies of American Time Zones,

8. Customer Care & Call handling Skills

9. Customer Perception, Expectation & Satisfaction

11. Customer Relationship Management

12.Study & Practice of Customer

13.Introduction to Selling and Telemarketing

14.Telemarketing Skills

E-Commerce - Introduction

16.Team co-ordination in Call Center

17.Time and Stress Management

18Personality Development, Body Language and its Importance in the service industry.

19. Marketing on Web Introduction

20.Group Discussions

21.Mock Interviews

22.Introduction of computer.

Ms-Office

1. Ms- Word
2. Ms-Excel(with Accounting Knowledge)
3. Ms-PowerPoint

Internet



Grammar, Pronunciations, General knowledge

Debates, Communication skill

Group discussion, Voice clarity

Vocabulary generation

Accent neutralization

Body language, texture

Dressing style

Aptitude & awareness

Sitting style, Positive behavior

*Good manners*

*Skills to face an interview*

*Boosting self confidence*

*Enhancing personal skill*

*Corporate manner*

*Time management*

*Group discussion*