



Contact Center Training Program Newsletter

OCTOBER 26, 2009

VOLUME 1, NUMBER 6

Chinese Proverb:
*If you want happiness
for an hour, take a
nap. If you want
happiness for a day,
go fishing. If you want
happiness for a year,
inherit a fortune. If you
want happiness for a
lifetime, help
somebody.*

*"In helping others, we
shall help ourselves,
for whatever good we
give out completes
the circle and comes
back to us"*

~Flora Edwards

What's New

SVRC is happy to announce that we are working together with [King Communications](#) to help supply them with job candidates for their contact center. King has already hired a previous SVRC graduate and has interviewed several others. Participation from area business is the cornerstone of our program – without your support, our program could not succeed. A big "Thank You" to King Communications for making a positive difference in the lives of our participants and in the community.

To request participant resumes and work closer with SVRC, please contact [Tim Dinninger](#) at 989-399-8780 or complete the email request on our website.

People Spotlight

SVRC was happy to welcome in former participant, Ronnie Calvert, as she spoke to the October session of students. Ronnie completed the program in July of this year and was hired by a local business to work in their contact center. She began her job in August and has already been promoted! The "students" were very impressed with Ronnie's story and she inspired them on a very personal level. Ronnie was even kind enough to take their resumes in for her employer to review. A true success story!!!

October Session

On October 22nd, SVRC concluded Session 6 of its contact center training program. Six students participated – three earned their Certificate of Completion immediately, two have passed the exam and will be certified pending completion of a 30 WPM typing exam. One student was unable to complete the class because she began employment during class – Our fastest hire so far!

Contract Services

SVRC is available to provide Contact Center solutions for your business. Small-scale overflow call volume and outsourced call hosting options are available to fit your individual business needs. For more information on Contract Services, please contact [Dean Emerson](#) @ 752-6176 ext 2132.

Employee Retention

Excerpt from "[Call Center Onboarding Programs Raise Agent Engagement, Retention and Performance](#)"

"Centers with the most impressive agent retention rates informally begin the on-boarding process before the candidate is even hired. Providing a clear picture of what the challenging yet rewarding agent job entails right from the start of the selection process serves to engage and inspire those candidates who are cut out for such work, and enables others to self-select out of the hiring process before the organization has invested in assessing and training them."

Referral Process

We are now accepting referrals for the upcoming November and December sessions. Please remember to contact [Deb Snyder](#) at (989)752-6176 ext 2148 or [Dean Emerson](#) at (989)752-6176 ext 2132. Our capacity is limited to 10 participants so please act quickly!

Upcoming Schedule

- November: November 3rd-19th.
- December: December 1st-17th.