Discussion panels and workshop lectures were delivered by professors from Harvard University, the University of Malaya and other academic institutions in the United States and the Asia-Pacific region. Several workshops also welcomed distinguished leaders and senior representatives of international organizations such as the UN, the ASEAN, the World Bank, International Monetary Fund, World Health Organization etc.

The five-day conference searched for the challenge to focus on several very specific aspects of key areas. By joining the plenary sessions, HPAIR offered all delegates, speakers, guests and staff the opportunity to gather information about ideas, theories, premises and conclusions on very specific topics. Having accumulated that knowledge, we were welcome to contribute within the workshop frame and take the whole aspect one step forward.

Call Center Training Policy Guidelines & Recommendation

Tarek Mollah

EID Mubarak dear young friends, I am sure you all have been feasting on the meat bonanza during the festive period and put on some extra pounds.

Well! Happy Fiesta ... meanwhile, I am back with my articles on call center operation. But today, I am going to side track a bit and share my opinion about the manner call center institutes are popping up.

No doubt BTRC has done an excellent job and its not possible, also no advisable BTRC interfering in the organizations business operation. But I find it that BTRC has got to set some guidelines in incorporating call center institutes, ensuring quality teaching and it must be at par to the international standard but also the poor level of English standard in the local education system hasn't provided students with adequate communication skill.

Meaning, institutes got to ensure that teaching is not merely based on curriculum borrowed from institutes or training centers abroad but should introduce a curriculum tailor-made, whereby those attending the training program can cope up and complete the training session successfully.

I wouldn't count on those from English medium institutions entering this industry by the truckloads. Rather mentioned before in the previous article, most of the industry employees would be from the middle class. And this would require from my practical experience some interfacing between the call center training curriculum and conventional english foundation program, in order to get the message through. Some may disagree with me, but it's a proven fact I have practiced and gained successful results.

Most Call Center Training Institutes may not have admission/ selection process and would admit anyone/ everyone who has the cash but this would certainly compromise quality, as end of the day its not about a Certification Program, its about are you prepared to call yourself a dynamic and efficient call center agent'?

Importantly, if those seeking admission at the call center training institutes are unsatisfied after spending their cash; would create a negative impact in the human resource development process. Call center industry requires bulk educated human resources (at least I am talking in local perspective). Eventually, if the students feel deprived; they would shy away as this would be nothing but another fiasco for them

Also got to tell you young minds, please if you intend to enter this Industry 'Stop Harping on Career Prospect' and becoming loaded overnight. It's nothing wrong, as everyone desires to visualize his/ her career path but while attending the program, kindly focus on materials, don't act like a 'know-it-all' and complete your course successfully. Subsequently, explore venues in career persuasion, remember, 'Good Things Come Late'. And training is merely introducing you all to the industry norms, but what you really require is practice, practice and practice.

And be confident while attending the training program. That's a vital tool, which shall pave ways in becoming a qualified agent. Visit call center training institutes and choose the best you think can provide you with 'What You Are Looking For'.

Remember, call center training does not only qualify you to become a call agent but provides you with significant inputs in developing 'Inter-personal & Communication Skills, Presentation Skills, Customer Service & Telemarketing Skills'. In fact, these qualities are lacking in the industry. In most cases currently but once you become familiar to this world, it shall create an impact on your Psychological Performance and would motivate you in excelling further.

So, firstly attend the training for yourself and after that think about cashing in.

Lastly, I strongly recommend Regulatory Body(s) to come forward and survey the Quality of Teaching Materials. Recognition & Feedback Institutions are practicing and offering, and implement a monitoring system to ensure 'Our Young Minds are Getting What They Deserve'.