



TELECOUNSELING SUPERVISOR WORKSHOP

JULY 26-28, 2009 MINNEAPOLIS, MN

Sunday, July 26, 2009

1:00 PM - 4:00 PM

- Ice Breakers
- Enrollment Management Overview
- Recruiting Students
- Hiring Practices

Monday, July 27, 2009

8:30 AM - 4:00 PM

- Breakfast
- Training Your Staff
- Working Styles
- Lunch
- Types of Calls
- Handling Objections
 - Open and Closed Questions
- Tracking
- Goal Setting

Tuesday, July 28, 2009

8:30 AM - 1:00 PM

- Breakfast
- Coaching & Monitoring Your Staff
- Motivation
- Calling Calendar
- Lunch
- Wrap-up