

## **VSRA CALL TRAINING GUIDE**

### **MAKE OR BREAK YOUR CALL:**

The first 10-15 seconds of your call will determine the success of your goal on the call. The manner that you handle the simple greeting will set the tone for how your information is received.

### **THINGS TO KEEP IN MIND;**

1. You are calling an elected officials office and they have a high volume of calls. Be professional in your conversation and to the point. (unless given the opportunity to chit-chat)
2. How are you feeling prior to the call? Things that subconscious can affect your call.
  - a. Good night sleep
  - b. Went to bed angry
  - c. Woke up in a bad mood/ had a fight or argument prior to calls
  - d. Hungry

The above are all factors in determining the success of your initial seconds on the call. Mysteriously the person on the other line can sense these attitudes, that will deter how they perceive your information and ultimately make your call a successful one.

**SO SIT UP ON YOUR CHAIR (DON'T SLOUCH , DON'T STAND UP.) CLEAR YOUR MIND OF ANY NEGATIVITY AND PLACE A SMILE ON YOUR FACE! LETS GO!!!!**

### **ANOTHER KEY TO A SUCCESSFUL CALL IS!**

Acquiring a combination of skills, qualities, and attitudes that contribute to effective communication, problem-solving, and customer service. Here are some key attributes that make a good call center agent:

#### **Excellent Communication Skills:**

- Clear and articulate communication is crucial. You should be able to convey information clearly and listen attentively to your client. ( In this instance pushback from person you are communicating with)

#### **Empathy and Patience:**

- Dealing with concerns and emotions requires empathy and patience. A good agent understands the customer's perspective and remains calm in challenging situations. (WE MAY CALL OFFICES OF THOSE ELECTED OFFICIALS THAT ARE NOT ON BOARD WITH THE VSRA)

**Product/Service Knowledge:**

- Callers will need to have a solid understanding of the VSRA. This helps them provide accurate information and respond to feedback.

**Problem-Solving Skills:**

- Your knowledge and understanding of the VSRA, will help you with your critical thinking, creativity, and the ability to navigate through complex issues.

**Adaptability:**

- Your ability to learn quickly and handle different situations is valuable.

**Time Management:**

- Efficiently managing time is essential in your call , as you will handle multiple calls throughout the call period. Familiarizing and following your call script will ensure a time efficient productive call.

**Professionalism:**

- Maintaining a professional demeanor, even in challenging situations, is crucial. This includes using appropriate language, maintaining composure, and representing the organization positively.

**Positive Attitude:**

- A positive attitude can have a significant impact on customer interactions. Agents with a positive outlook are more likely to create a favorable experience for customers.

**Team Player:**

- Call centers often operate as a team, and agents should be able to collaborate effectively with colleagues and share information that can benefit the entire team.

**Tech Savvy:**

- Call center agents typically work with various tools and software. Being comfortable with technology and having the ability to navigate through different systems efficiently is important.

**Continuous Learning:**

- Staying updated on product/service changes, company policies, and improving communication skills through training and development is essential for a call center agent to grow in their role.

**Resilience:**

- Dealing with irate customers or handling a high volume of calls can be stressful. A good call center agent is resilient, able to bounce back from challenges, and maintain a positive attitude.

The effective lobbying call script should consist of the following parts to the body;

1. **The issue!** Why are veterans being deported?
2. **The injustice** of deporting those that were willing to give their life to defend the USA.
3. **Why it is important to you** (what skin do you have in the game)
4. **One path to correct**, while not perfect a start. (VSRA Support)
  - a. Allow call recipient opportunity to respond or ask questions
  - b. Opportunity to respond to pushback ( see answers to their pushback)
5. **The ask?** Can we count on the congress/ senator's support? More than likely will tell you they need to relay information to legislative or veteran Liaison. At this point you can ask for an email address for someone from the Deported Veteran Coalition to follow up on.

## **PUSHBACK**

1. Why did they not apply for citizenship?
2. The US is a country of Laws, they broke the law! They are criminals. They should have known better.
3. They did not serve Honorably/ did not get an Honorable Discharge.
4. Those with violent or serious felonies should not be entitled to relief.

## **PUSHBACK RESPONSE**

1. Recruiters promise automatic citizenship upon taking an oath of enlistment.
2. Service person not afforded assistance or support from command to apply.
3. Service person applied and application was not completed due to deployment or base transfer and command not deliver pertinent mail to complete the process.
4. The Immigration reform bill of 1996, prevented immigration judges from considering service persons/ veterans military service and or service connected disabilities( PTSD/MST/TBI) to be considered. These in many instances being the root cause of the behavior that led to conviction triggering removal.
5. Non-citizen military members and veterans are treated differently than their peers. Citizen veterans violating the law are afforded. VETERANS COURT/ REHAB and the opportunity to re-do their life with their family. Non citizen veteran while committing the same violation of the law is not afforded veterans court or re-hab, but rather after paying for their mistake with incarceration and or fines are once again incarcerated while being placed in deportation proceedings (thus double jeopardy paying twice for the same violation) and then a triple time by being deported to their birth country, which in most cases is a foreign country to them, because they were brought to the USA at a very early age.

## **READY TO MAKE YOUR CALL**

Sample script constituent:

Good morning my name is \_\_\_\_\_I am a constituent of Rep/  
Sen\_\_\_\_\_. Did you know that we have over 45,000 active duty military service persons that are vulnerable to deportation? That is the reason for my call today. People who are not citizens have served in the United States military since the Revolutionary War. For over 200 years. Today many soldiers upon return from military service have experienced difficulty integrating into civilian life due to their service connected injuries. Without the proper and earned mental health treatment. They have been received with being placed in Immigration Jail instead of afforded the treatment they deserved, thus being removed from the only country they call home and were willing to die for the USA.

As a constituent and Military Family Member/ Veteran/ Advocate/ Supporter. I Am appalled at the injustice of deporting a person that was willing to give their life to defend the constitution of the United States. **THE DEPORTING U.S. MILITARY VETERANS IS NOT AN IMMIGRATION ISSUE. IT IS A VETERAN ISSUE AND SHOULD BE HANDLED AS A VETERAN ISSUE.** For these reasons I urge Rep/ Sen\_\_\_\_\_To help us correct this injustice by co-sponsoring and or supporting the Veteran Service and Recognition Act H.R. 4569. Which is a bi-partisan, modest bill, that would protect those 45,000 vulnerable active duty **non-citizen military members, by facilitating and expediting their citizenship process. Create a committee to review cases of those veterans who are currently in removal proceedings or have already been deported. It allows this committee to make considerations for those who have been unjustly deported or for those whose character flaws put them in legal jeopardy as a result of their military service-related injuries.**

Thank you, for your time, can I count on the Rep/ Sen. support for the VSRA?

(more than likely response will be. I will pass this on to the legislative staff or veteran affairs liaison) Our response would then be. May I have an email address I can follow up with for a response?

Thank them again for their time and close call!

