



## Kelly Services to Offer Free Call Center Training

### Individuals Offered Opportunity to Enhance Skills, Strengthen Resume

TROY, MI, Nov 03, 2009 (MARKETWIRE via COMTEX News Network) -- Kelly Services' (NASDAQ: KELYA) (NASDAQ: KELYB) Detroit team is offering free customer service training to individuals working or interested in working in the contact center industry. Five Kelly Services offices in southeast Michigan are offering "Agents of Excellence" training the weeks of November 9 and November 16. Classes will be available in the Detroit, Troy, Livonia, Brighton and Auburn Hills offices for the first 500 people who pre-register for the training.

"Michigan has a very large talent pool of experienced, hard working and dedicated individuals who are eager to develop or add to their skill base," said Kelly Services Detroit Territory Leader Chris Stark. "The 'Agents of Excellence' training program not only strengthens the knowledge of current call center employees, but it also provides individuals from outside the call center industry the opportunity to develop new workplace skills."

Current research shows that the present economic downturn has not reduced U.S. call center employment opportunities. One report found a significant net gain in American call center employment for the first half of 2009. New positions exceeded layoffs and closures, resulting in 17,000 additional jobs. The industry growth rate is also 45 percent greater than it was for the same period last year.

The "Agents of Excellence" training series was developed exclusively by KellyConnect, Kelly Services' business line dedicated to the contact center industry. KellyConnect provides superior staffing and management solutions to thousands of contact centers globally. This interactive, multi-media training presents various customer care scenarios, requiring the trainee to speak, read, listen and correctly respond. Upon successful completion of the training course, a certificate along with reference guides on customer care tips and coaching from Kelly will be provided. "Agents of Excellence" training is also available for Sales, Collections and Leadership skills.

"Several area businesses in the Detroit market have taken advantage of this training for their own employees and new employees as well," said Stark.

"The contact center representatives who completed the Kelly Services training have improved their phone etiquette and listening skills," said Yvette McDonald, Member Communication Center Manager, Credit Union ONE in Ferndale. "As a result of Kelly's 'Agents of Excellence' training, I have noticed a reduction in job stress levels with our representatives and an overall improvement in the manner in which they are responding to our members."

To register for the training, that will take place November 10 - 12 and November 18 - 20, individuals can call 1-800-728-1338 for available times and locations. For more information on KellyConnect, visit [www.kellyconnect.com](http://www.kellyconnect.com).

About Kelly Services, Inc.

Kelly Services, Inc. (NASDAQ: KELYA) (NASDAQ: KELYB) is a world leader in workforce management services and human resources solutions. Kelly offers a comprehensive array of temporary staffing, permanent placement, outsourcing and consulting services. Kelly serves clients around the globe and provides employment to 650,000 employees annually. Revenue in 2008 was \$5.5 billion. Visit [www.kellyservices.com](http://www.kellyservices.com).

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