

TELEPHONE TECHNIQUES – MAXIMISING YOUR IMPACT OVER THE TELEPHONE (COM5)

An essential One Day Workshop for anyone who wants to communicate by telephone

Workshop Summary

Every member of your organisation will use a telephone; this Workshop is essential for anyone who wants to create a professional image. For those who are new to a company or role to those who are experienced using the telephone, there are times when you feel that you can perfect your technique, create a better impression with your current or potential customers or deal more effectively with difficult situations. Participants will have the opportunity to practise telephone-handling skills through a series of practical exercises using role-play in a safe, non-threatening environment.

Who Should Attend

All staff who want to improve their telephone communication skills so that every call is handled in a helpful and considerate way. It is ideally suited to individuals who have regular contact with customers.

Benefits to You and Your Organisation

By the end of the Workshop, participants will be able to:

- Establish rapport effectively
- Listen actively to caller needs
- Ask the right questions
- Handle calls with courtesy, enthusiasm and friendly efficiency through the barriers that block the path to the decision makers
- Deal with difficult customers and situations and resolve problems successfully
- Project the company image

Workshop Contents

- Achieving Excellence: What makes a Good and Bad Service Experience; Caller Expectations
- Listening and Questioning Effectively: Getting the Facts and Controlling the call; Building Rapport – How to sound Confident, Caring and Helpful; Clarifying Understanding and getting Written details; Ending the call
- Managing Difficult Situations: Using Assertive behaviour to maintain a Positive and Constructive approach; Resolving Problems
- Projecting the Company Image: How Customers form their Impressions; Demonstrating Confidence and Sincerity; What not to Say – Avoiding the Image Wreckers
- Role-Plays: Participants' Role-Play; Tutor and Group Feedback and Analysis
- Personal Action Planning: Actions to be taken as a result of attending the Workshop

Customer Care – Delivering Service Excellence (SM1); Effective Communication through Assertiveness (COM7)

Any of our Workshops can be tailored and delivered In-Company. Contact us for more details.

Dates On Application

Fee On Application