

Telephone Techniques

1 day course

Intro

The telephone is your customer's lifeline to your company. Yet although it provides fast and relatively inexpensive communication, it is a medium that is impersonal -- and switchboard and other telephone staff must be able to prevent negative behaviour on both sides.

It is essential to understand, not just which techniques can be used, but the advantages and disadvantages of communicating by telephone. We will work with you to produce a solution that enables delegates to be brighter, more responsive and far more effective in their telephone work.

The result ? Customers will have a positive response when dealing with you on the telephone, creating better and longer-lasting relationships.

Objective

To raise the awareness of customer service on the telephone and assist delegates in providing telephone service excellence.

Who should attend?

All staff members who use the telephone as part of their normal duties.

Course Content:

Course Outline

- Nature of communication
 - Choosing the most appropriate communication method
 - Own personal communication style in business dealings with others
 - Importance of first impressions from the caller's standpoint
 - Giving callers the wrong impression
 - Challenges of communicating by phone
 - Developing rapport with callers
 - Factors of good and bad communication on the telephone
 - The 6 W's of message taking
 - Active listening skills on the phone
 - Factors of voice to add impact
 - Tactics and tips to cope with anger and complaints
 - 3 steps to assertive behaviour
 - 5 steps to an incoming call
 - Skill practice to experience the telephone process in practice
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