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TRAINING

Telephone Skills

Duration: 1 day

Prerequisites

There are no prerequisites for this course

This Telephone Skills Training course provides the skills needed to make significant improvements to all aspects of call handling.

Millions are lost every year by poor handling of telephone enquiries. Customers who are well handled will call again and bring more business.

Most poor technique is not through indifference, rather a failure to see things from the customer's perspective.

Objectives

After this Telephone Skills training course, delegates will be able to:

- Identify the advantages and disadvantages of using the telephone
- Create a positive impression with clients and customers
- Develop relevant skills in communicating technical information efficiently and effectively over the telephone
- Develop listening skills to help them understand what the customer is saying
- Understand what the customer really thinks and measure their satisfaction
- Use voice control to maximise effectiveness
- Deal with enquiries, complaints and take messages quickly and effectively
- Deal with customer dissatisfaction

Course Content

The People First Approach

- What Influences Customers
- Understanding the Needs of Customers

Communicating by Telephone

- The Golden Rules
- It's Not Just What You Say

Learning to Listen

- Tips for Self Development

The Vital Importance of First Impressions

- Preparing and Organising
- Using Your Voice Well

continued...

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Related Courses

Communication Skills: 1 day

Active Listening Skills: 1 day

Assertiveness & Confidence Building: 2 days

Time Management: 1 day

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Telephone Skills (continued)

Duration: 1 day

Prerequisites

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Telephone Techniques

- Answering the Incoming Call
- Some Do's and Don'ts
- How to Sound Confident, Caring and Helpful
- The Use of Checklists
- Re-routing Calls
- The Outgoing Call
- Practical Exercises and Role Play

Handling Awkward Callers

- Complaints
- Building Relations
- Dealing with the Difficult Call
- Understanding Customer Moods and Attitudes

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