

Telephone Skills

Ensuring that a friendly and professional image is conveyed to customers. Ensuring that you communicate effectively on the telephone is essential. We need to use our voice - our only means of communication – to best effect. We need to understand how body language and facial expression affect the way we sound on the telephone.

At times when we are working we become unaware of the message we are sending. It is important that a friendly and professional image is conveyed. Due to certain factors our message may become more aggressive. We need to understand the message we are sending and how to maintain an assertive communication. This will ensure we maintain a customer sensitive culture. In doing this we can then improve our effectiveness

The skills learnt during this very intensive workshop will enable delegates to value their input and provide an understanding of the 'tools' required to be professional employees. A major part of the course will be work based role plays where practical situations will be enacted to ensure that the techniques are practiced before the delegates return to work.

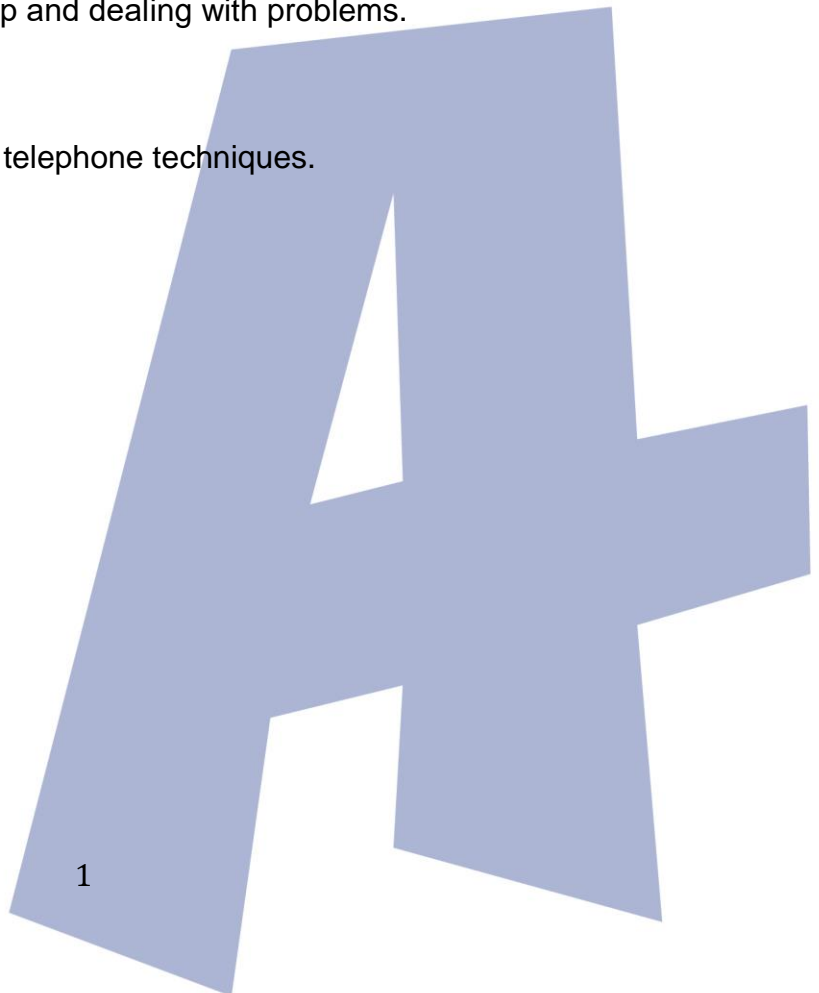
Who will the course benefit?

All staff who are responsible for receiving telephone calls and handling customer's enquiries, providing help and dealing with problems.

Course Objectives:

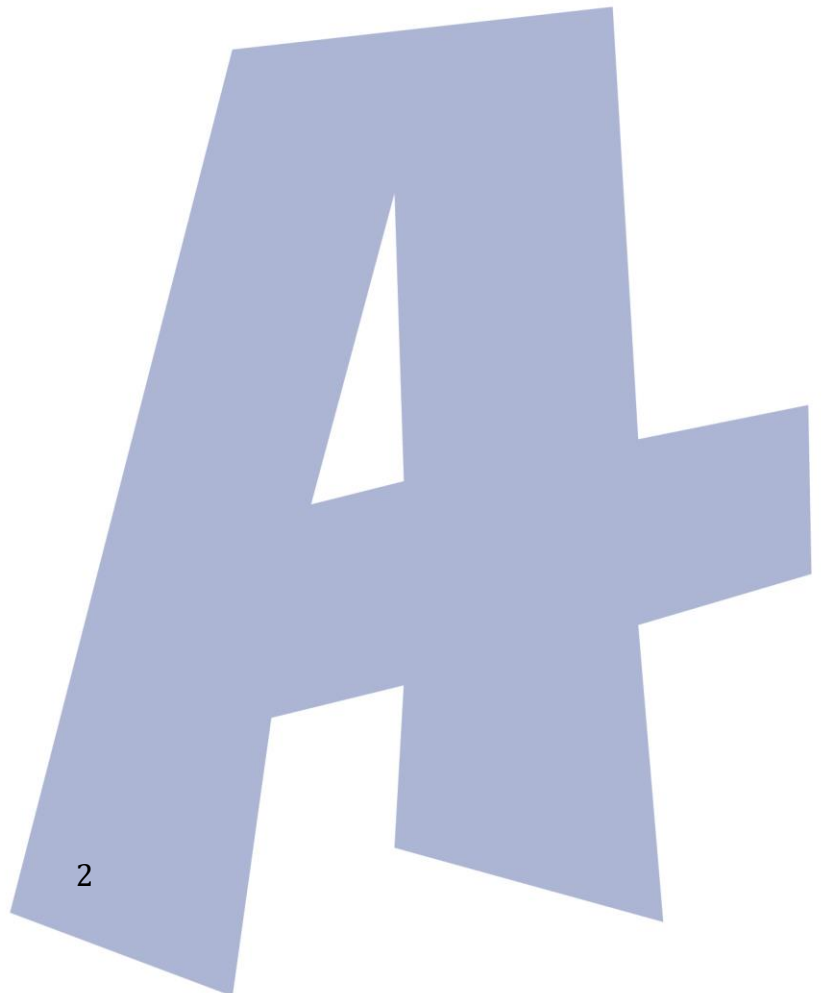
To demonstrate and develop good telephone techniques.

Course Duration: 1 day



This course will enable delegates to:

- Present a professional image.
- Handle questions and enquires effectively.
- Present a professional image over the telephone.
- Manage customers using the telephone.
- In depth oral skills
- Create the right impression with customers
- Develop and improve their assertiveness with others.
- Communicate more effectively with customers.
- Develop a personal action plan



Course Content

Telephone Communication

- First impressions and creating the right image on the telephone
- Appearance, attitude, approach
- An insight to establishing good customer relations
- The value of presenting a professional and friendly first impression

Further Telephone Techniques

- The communication barriers we encounter on the telephone
- How to put forward suggestions and gain action from the customer and colleagues
- Written, spoken and non-verbal communication on the telephone
- Tone, expression, emphasis and intonation of the voice
- Informal exercises practicing the techniques
- Understand the communication cycle and communication barriers
- Know how to question effectively
- Active Listening skills
- Listening carefully to fully satisfy a customer's needs
- Understand the steps to preparing and receiving messages and ensuring that they are recorded expertly and passed to the appropriate person

Assertiveness and Behaviour with Customers

- Assertiveness techniques on the telephone
- Assertiveness behaviour and skills, dealing with people constructively
Handling conflict
- Building and establishing good customer relations
- Personal indicators – physical, mental, emotional, behavioural
- Understanding your Personality types and how you deal with customers

Project the right image

- The skills of handling enquiries and complaints whilst maintaining the company image
- Professional customer focus
- Handling difficult people/situations
- Complaint handling and ownership

Action Plans

- Delegates develop their own personal action plans to help them to work in a more productive and professional manner.

