

ENHANCE YOUR TELEPHONE SKILLS



Module One - Introduction

- ▶ What is Telephone Service Excellence
- ▶ Creating Positive First & Lasting Impressions
- ▶ 'Word of Mouth' & 'Word of Mouse' Feedback

Module Two - Communication

- ▶ Barriers to Effective Telephone Communication
- ▶ Rapport Building Techniques
- ▶ Left Brain/Right Brain Principles
- ▶ Using the Right Words
- ▶ Enunciation, Inflection & Emphasis

Module Three - Call Handling

- ▶ The Steps to Handling Calls Successfully
- ▶ Preparation
- ▶ Making a Positive First Impression
- ▶ Identifying the Callers Needs
- ▶ Questioning Techniques
- ▶ Keeping the Caller Informed
- ▶ Last Impressions
- ▶ Messages & Follow Up Actions

Module Four - Behavioural Styles

- ▶ The Behavioural Matrix
- ▶ The 4 Behavioural Styles
- ▶ How the 4 Types Vocalise

Module Five - Difficult Callers

- ▶ What Makes People Difficult
- ▶ Why We Lose Control
- ▶ Taking Responsibility to Fix the Problem
- ▶ The Do's & Don'ts
- ▶ Angry Caller Types
- ▶ Handling Angry & Difficult Caller Types

Module Six - Essential Skills & Etiquette

- ▶ The Correct Process & Protocols in your business
- ▶ Review of Best Practice

Course Duration: 1 Day

Price Per Delegate: £345
(Public Scheduled Course)

Price Per Course: £1,245
(On-Site at Customer Premises)

Suitable For:

This programme is suitable for those looking to develop positive service skills for dealing with people over the telephone.

Learning Outcomes:

Delegates will discover how to make a positive first impression by communicating effectively, relay messages quickly and efficiently and use a variety of questioning and listening techniques. They will learn how to deal with problem callers, staying in control and providing the best level of service possible.