

Professional Telephone Skills

Course duration/times

One Day

Why attend?

More than ever your customers are sensitive to how your people pick up the telephone and greet them. Therefore it is vital that your people are equipped with the skills and attitudes to set them apart from the competition and greet and deal with your customers in a polite, friendly and professional manner.

Who should attend?

This course is specifically designed for front-line staff: anyone who is responsible for answering the telephone to either internal or external customers.

Topics covered

- Create a professional image on the telephone
- Use phone communication to your advantage and overcome its limitations
- Know the key stages of a call
- Use your voice, language and tone to sound professional and positive at all times
- Control a call and gain the necessary information
- Question and listen effectively to the caller
- Clarify everything!
- Screen calls, professionally handle the 'waffler', 'long-winded' or 'insistent' caller

By the end of the course, delegates will be able to:

- Gain awareness of their personal style of answering the telephone
- Be confident over the telephone and use it to their advantage
- Control callers with tonality and assertive language
- Use assertive questioning and listening skills to gain information and clarify information
- Screen calls with ease to minimise time wasters

Extra encouragement

This course is packed with great ideas on professionally using the telephone and totally being in control of the call at all times.