

## **Advanced Telephone Techniques**

**Duration:** The course has been designed as a 2 day programme although it can be tailored to a 1 day course depending on the needs of the business and the staff involved.

This course is recommended as an advanced course to telephone techniques, and communication skills. The course is aimed at staff who have attended a basic telephone techniques course and is targeted for people who have been performing the role of a Customer Service / Sales advisor for a period of time.

The course recognises the importance of effective communication and telephone skills and is aimed at enhancing advisors existing skills. The course also recognises the importance of personal development and the need for continuous professional development. For all people attending this course, improvements in the monitoring of results will be expected and improved standards to be maintained over a period of three months following attendance.

The course further builds on the importance of providing professional and effective customer service, ensuring advisors are providing top quality complaint/enquiry handling, building and winning customer confidence and consequently customer loyalty.

The course also recognises the challenges facing Customer Advisors and offers techniques for managing themselves in stressful situations.

The course is designed to be fully interactive and participative. The course will allow the delegates an opportunity to discuss the challenges of their role and gain new strategies for the handling of challenging situations.

### **Who should attend this course?**

The course has been designed for people who work with customers, clients and suppliers whether on the telephone or face to face.

### **Course Objectives**

At the end of the course participants will be able to:

- Identify how assertive they are and to know their rights
- Explain the DESC formula for dealing with calls assertively
- Demonstrate techniques for handling stress
- Describe different ways to maintain a positive mental attitude
- Demonstrate effective use of body language
- Explain new techniques for handling challenging situations
- Identify their development needs and develop a personal development plan

## Course Outline

- Three types of behaviour – Passive, Assertive, Aggressive – and the impact on the telephone
- How to deal with all types of difficult calls and situations assertively
- Simple techniques for dealing with stressful calls and situations
- Effective use of verbal communications on the telephone
- Identify skills and qualities required, assess performance and develop an action plan – linked to customer expectations and personal development
- The importance of a positive mental attitude – your challengers
- Motivational theories – understanding your own motivators
- Handling difficult calls in different situations from a personal perspective
- Call Monitoring