

# Basic Telephone Techniques

**Duration: 1 or 2 days**

The course has been designed to be flexible and can be delivered over 1 or 2 days depending on the needs of the organisation. For a 2 day course, for example as part of an induction programme the course would include a significant amount of practice / supported calls to build on product knowledge.

This course is recommended as an introduction to effective telephone techniques and customer service.

The course recognises the importance of telephone skills and customer care to every business as customers often form their opinions based on a call.

This course highlights the standards required in a business and is designed to be included as part of an induction programme. The course helps ensure all members of staff work to an agreed benchmark.

The course is designed to be fully interactive and participative. It includes role plays / practice calls based on business scenarios as identified and as appropriate.

## Who should attend this course?

All new recruits to a business and people who want to improve their telephone and communication skills.

## Course Objectives

At the end of this course delegates will be able to:

- Identify the challenges of effective telephone communication
- Create personal communication impact to sound confident and professional
- Demonstrate the use of questioning techniques
- Control and handle every call
- Handle difficult customers with ease and confidence

## Course Outline

- Identify the expectations of clients, customers and suppliers
- The importance of active listening
- The difficulties and challenges with telephone communication
- Personal impact in communication, being professional (voice and words)
- The importance of coaching and monitoring
- Controlling the Call
  - Questioning techniques
  - Different types of customers
- The importance of business loyalty
- Dealing with difficult calls and situations
- Announcement stage and close of call
- Personal motivation