

Professional Telephone Techniques

INTRODUCTION

This is a highly participative course is designed for all staff who at some moment within their working life will have the opportunity to impress the customer with efficiency, courtesy and professionalism when dealing on the telephone. The customer that receives good customer care will call again.

COURSE OBJECTIVES

By the end of the course, delegates will have:

- **Recognised** the importance in dealing with the customer on the telephone
- **Agreed** the most effective way of processing a call
- **Demonstrated** their ability to prepare to make a telephone call
- **Recognised** the importance of the voice and use of the positive language in establishing a relationship over the telephone
- **Developed** effective questioning and listening skills
- **Determined** the most effective means of giving information
- **Established** an effective method of taking and passing on messages
- **Recognised** the need to 'own' the problem
- **Demonstrated** their ability to deal with complaints

COURSE DURATION: 1 Day Course

COURSE CONTENTS

Excellence in Customer Care

What do customers really need/expect
Achieving 'customer satisfaction plus'
Making the difference

Communication on the Telephone

What are the challenges?
What are the opportunities?
What key skills do I need?

The Skills of Telephone Communication

How do we communicate?
Creating the right atmosphere
Building Rapport

Receiving & Making Calls

Getting the most out of a call
The out-going call - planning for effectiveness
Taking messages

Customer Responsiveness in Action

Case Study – *Workshop*

Dealing with Customer Problems

Owning the problem
Dealing with complaints
Assertive communication

Personal Action Planning for Self Development

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