

Effective Telephone Techniques

Course overview

Professional telephone technique will not only improve your organisation's public image but win customers, generate more business, close more sales and develop repeat business. Ultimately the time devoted to good customer service on the telephone is an investment in the organisation's future profitability.

Unprofessional use of the telephone gives a message to customers that staff are not interested in doing business with them. It tells them that the organisation cannot be relied on to provide the service it claims to offer.

Learning Outcomes

On completion of this course, participants will be able to:

- use the telephone to project a positive company image and build business
- applying telephone techniques to establish rapport
- understand how voice, tone and the use of language for maximum effect
- identify examples of the principles of non-verbal communication and etiquette when dealing with customers on the telephone
- recognise the importance of using technology to best advantage
- take and relay accurate messages
- structure and control a call
- manage difficult situations to achieve successful outcomes
- define service excellence and understanding customer needs and expectations
- open and close calls clearly and professionally

- make an action plan for the future

Content includes

- The telephone as a business tool
- Effective communication skills
- Speech, voice and vocal tone
- Questioning and listening techniques
- Non-verbal communication
- Telephone manners
- Using technology
- Taking accurate and complete messages
- Dealing with difficult and challenging callers
- Handling complaints on the telephone

Target audience

Anyone who needs to project a confident and professional image and build better relationships when dealing with people by telephone.

Course Length: 1 day

For more details on how Learning Insight can help your organisation contact

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