



TELEPHONE SKILLS TRAINING COURSE

"The telephone is a good way to talk to people without having to offer them a drink." - Fran Lebowitz

Telephone Skills Training provides essential skills for confident, clear and efficient communication. Through this course, you will become an expert in phone etiquette, develop the ability to successfully take messages, handle customer service inquiries and handle difficult situations with poise. You will learn how to use appropriate language, summarize conversations and create relationships with customers. This training will provide you with the essential tools to confidently navigate customer communications with confidence and professionalism. Most importantly, you will learn effective techniques to respond to callers' needs and provide them with a satisfactory outcome. Come away from this course equipped with the knowledge and skills necessary to make any conversation through the phone successful.

Key Course Content:

- Understand the benefits of "active listening" and "questioning" skills
- Handle requests that cannot be met, or are outside the scope of your responsibility
- Resolve the caller's problem by using calming words
- Punctuate communications correctly with pauses and tonality changes
- Develop a script as a means of a standard greeting
- Be prepared to avoid any uncertainty and/or buyer remorse
- Obtain adequate information during the call
- Clearly communicate and probe for opportunities
- Understand the caller's intentions and needs
- Uncover the root cause of the problem



Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



Duration:

This course is available as a 1-day course or a truncated half-day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



Group Size:

We recommend a group size of 4-10 people.