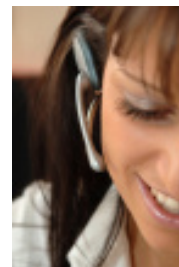




Customer Care and Telephone Techniques Course Outline



Course aims:

Good customer care skills are essential in today's environment. This **1 day** course emphasises the role that each person plays towards good customer relations within their organisation. Many people are unaware of the image they portray whilst involved in telephone and face-to-face communication. It will also look at handling difficult customers and improve the delegates questioning and listening skills.

By the end of this course you will be able to:

- To improve customer care relations
- To improve professionalism and gain confidence with customers on the telephone
- To identify and help deal with different customer personalities by thinking about body language and dress styles
- To gain skills in handling difficult customers
- To improve listening, questioning and conversation skills

Who should attend:

Anyone who as part of their role deal with customers

Duration: 1 day

Effective Communication Skills	Why communicate, types of communication, problems of communication, first impressions count – face-to-face, telephone and written
Voice/Tone Control & Body Language	Body & verbal body language, your voice/tone, r.s.v.p.
Telephone Techniques	The telephone & first impressions, pitfalls of using the telephone, answering, taking notes/information, planning the outgoing call
Telephone Manners	Common frustrations, using voice mail/mobile phones, transferring/holding calls, distractions/attitude problem
Terminating Prolonged Conversations	What to do, building relationships with customers
Handling Customers	Why do customers/callers get angry?, handling the angry/complaining caller/customer, what not to say, attitudes, follow-through, dealing with complaints effectively, what damage complaints can do to your organisation, communicating with positive body language, ending on a positive note
Questioning & Conversational Skills	Asking questions to gather information, using different types of questioning techniques to check understanding, using the right words, conversation techniques
Listening Techniques	Why do we need to listen?, why don't we listen well?, developing/improving listening skills
Role Plays	There will be a serious of discussions and role plays during the course.