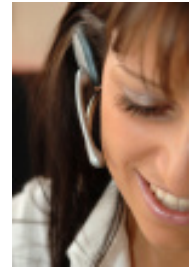


Telephone Techniques Course Outline



Course Aims and Objectives:

Aims:

- To confidently and effectively communicate using the telephone
- To become a well organised competent professional using the telephone

Group discussion is an integral part of this course with role-plays used to learn how to put your newly learned skills into practice.

Objectives:

Upon completion of this course the delegates will be able to:

- Understand the differences between face to face and voice communication
- Understand the need for clear and concise understanding between all parties
- Understand what constitutes excellence customer care
- Agree on the importance professional telephone techniques
- Provide effective questioning and listening techniques
- Recognise why it is important to own the call
- Deal with difficult/angry callers
- Develop a personal action plan

Who should attend:

Those users who need to improve their telephone techniques

Duration: 1 day

Effective communication skills	Why communicate, types of communication, problems of communication
Voice & tone control	Body & verbal body language, your voice, sing the right tone, r.s.v.p.
Questioning & listening techniques	Asking the right questions using the correct words, why do we need to listen and how to improve your listening skills
Communicating using the telephone	The telephone, first impressions, answering, taking notes/information, the equipment required, planning the outgoing call, potential pitfalls of using the telephone
Telephone manners	Common frustrations when using the telephone, using voice mail/mobile phones, putting callers on hold/transferring callers, call waiting, distractions/attitude problem, terminating prolonged conversations
Assertiveness	How to develop expressiveness /assertiveness, results of behaviour types
Customer service	Why do customers/callers get angry?, attitude, follow through, summary, lasting impression