



corporate training options

Professional Telephone Skills

Overview & Learning Outcomes:

This Professional Telephone Skills Training Program aims at helping employees create a lasting impression in their customers' minds – one that shows the organisation reflected in the best light possible. It focuses on developing telephone etiquette and skills to deal with customers assertively, empathetically, with a sense of care and positive attitude.

Upon successful completion of this course you should be able to:

- Understand how to provide effective client service over the phone
- Project a professional image over the phone
- Master a professional, effective and reassuring telephone voice
- Gain client's trust using proven communication techniques
- Have the ability to question effectively over the phone
- Master proven techniques to manage irate customers professionally
- Learn tips for handling a busy reception
- Phrase more effectively for positive and clearer communication
- Establish the right words for unambiguous, positive and productive communication

Prerequisites

There are no pre-requisites for this course.

Duration:

1 Day

Courseware:

High quality learning materials are available for purchase by participants.

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Professional Telephone Skills Training Course Outline

Providing Effective Client Service

The ten commandments of good business
What makes an effective client communicator?
Seven sins of service
Skills and attributes of an effective client communicator
High emotion = low intelligence

Your Telephone Voice

Communication skills
Five questions of a good telephone voice
Vocal qualities checklist

Gaining your Client's Trust

Create a great first impression
Put your customer at ease
Finding a better phrase
Ending a call politely and professionally

Prepare Yourself

Professional handling of incoming calls
Transferring calls
Taking messages

Irate Clients

Determine why your client is irate
Learn the challenges of irate clients
Have a H.E.A.R.T. to defuse an irate client

Reception Tips

Top useful reception tips

Better Phrases

Improve your interaction with inbound calls
Better your outbound calls success

Action Plan

Create a personal action plan
What am I going to implement immediately on-the-job

Wrap up and Course Conclusion

Review the course
Share ideas and personal challenges
Question and answer time

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