

Telephone Techniques & Skills

First Impressions are everything, they're usually given on the telephone and they either open or close doors to your organisation. Are they always good enough? Why not achieve telephone perfection in this high-impact training?

Who would benefit from attending?

Front office and back office colleagues, Technical staff, Receptionists, Telephonists, Secretaries, Personal Assistants, Administrators, Customer Service teams, Sales teams, Managers, Directors, in fact everyone who uses the World's most important marketing tool, still going strong since 1876.

Course Content

- Learn how to power-up your telephone manners, put excitement into your voice, and enthuse a positive winning attitude that will give customers every confidence in you.
- Gauge how to confidently ask questions on the phone that will obtain vital information, and the secrets of successfully listening to absorb it.
- Adopt a concise telephone plan for readiness as failure to prepare is to prepare to fail, and switch to a formula for follow-up action, post call.
- Map-out a consistent phone call structure, as a cogent "coat hanger" for professionalism, throughout every call you take, or make.
- Learn how to get the caller's name using it constructively to create a client.
- Key statements for excellence, answering or introducing yourself.
- Learn how to profitably handle enquiries, take messages responsibly, generate client interest building rapport, and the best way to repeat back and summarise key points. Maximise too on the secret to a perfect customer caring summary and close to every call.
- Find out how to tactfully transfer calls, learn a precise gets-it-right first time phonetic-alphabet, and a concise plan for calling customers back.
- Learn how to welcome difficult, angry, awkward callers, turning them into happy customers.
- Become customer caring business-service aware, 365 days of the year.

Key Benefits

1. Meaningful practical exercises.
2. Expertise you can take away and use immediately.
3. Back-up refresher notes that are easy to follow.
4. Training on your own premises or open scheduled courses.