



DEVELOPING EFFECTIVE Telephone Skills

Course Introduction:

Developing effective telephone skills can be difficult. The telephone is the most familiar piece of technology in the workplace and its use is often taken for granted in the way we speak to our customers, the way relationships are forged or broken and the way information is relayed. The ability to communicate in a prompt, friendly and professional manner is essential to creating the right impression and getting your message across.

This developing effective telephone skills training course will enable delegates to develop, or refresh, the techniques and skills required to make and take calls effectively. They will learn and practice methods for giving and receiving information logically and clearly, building rapport and dealing with difficult callers. Role-play will be used with real life examples to ensure the course is relevant and applicable.

Course Objectives:

- Create the right impression of yourself and your company and present an image of total customer care.
- Communicate confidently and handle customer calls with courtesy, enthusiasm and friendly efficiency.
- Handle calls in a structured way, project professionalism in words and voice and speak with clarity.
- Manage difficult and aggressive customers and resolve problems successfully.
- Ask the right questions, listen and deal with enquiries, messages and complaints effectively.
- Close calls by summarizing outcomes and agreed actions with the caller and by recording details.

Who Should Attend?

All staff who need to communicate in a confident, efficient and friendly manner on the telephone. It is ideal for those who have frequent contact with customers and is suited to those on switchboard or reception, in customer service, call centres and help desks and those in a team secretary role.

Course Outline:

Creating a Professional Image over the Telephone

- Understanding how customers form their impressions
- First and lasting impressions - getting it right!
- Handling the key stages of the call - achieving seamless service
- Sounding professional and confident
- What not to say - avoiding the image-wreckers

Improving Your Telephone Communication Skills

- Developing your telephone voice
- Techniques to aid clear speaking - articulation, assimilation, rate, pace, inflection
- Examining the difference between hearing and listening
- Supportive techniques to enhance listening skills - showing empathy and clarifying understanding
- Examining techniques - being Courteous, Clear, Colourful, Concise, Consistent, Correct and Communicative

Controlling the Telephone Process Confidently

- Making and taking calls - the do's and don'ts
- Being prepared and beginning the call
- How to sound confident and helpful - building rapport
- Dealing with enquiries - getting the facts and controlling the call
- Ending the call

Handling Problems, Upset Callers and Difficult Customers

- Developing flexibility - handling every call effectively
- Handling complaints and demanding customers - maintaining a positive approach
- Resolving problems - identifying a process

Dealing with Phone-rage - Handling Anxiety

- Identifying causes - building your confidence on the telephone
- Developing techniques to overcome anxiety

Personal Development - Putting it all Together

- Integrating attitudes and behaviors for effective techniques
- Refining your telephone manner - developing a welcoming style
- Formulating a personal action plan

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

المركز العالمي للتدريب والتطوير
International Centre For Training & Development