

## Professional Telephone Skills

1 day  
Course

### 'First Impressions Last'

<b>Business Scenario</b>	Typically, we are judged in the first few minutes of contact. A courteous, efficient, friendly and professional telephone manner is therefore fundamental in creating the positive impact your organisation requires. The ability to communicate in a prompt and professional manner is essential to creating the right image and getting your message across.		
<b>Who will Benefit?</b>	Employees on switchboard, reception, help desk, call centres and anyone who uses the telephone for, or on behalf of, their organisation. All staff who should communicate in a confident, efficient and friendly business manner on the telephone.		
<b>Course Objectives</b>	By the end of the course you will be able to: <ul style="list-style-type: none"> <li>▪ Create the right impression of yourself and your organisation</li> <li>▪ Handle calls in a professional manner with courtesy and enthusiasm</li> <li>▪ Use appropriate telephone techniques for maximum impact</li> <li>▪ Listen actively in order to deal with enquiries competently</li> <li>▪ Manage difficult or angry customers to achieve constructive outcomes</li> <li>▪ Manage calls through appropriate questioning</li> </ul>		
<b>Course Content</b>	<table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 50%;"> <p><b>Presenting a professional image over the telephone</b></p> <ul style="list-style-type: none"> <li>▪ Creating the right impression for the customer</li> <li>▪ Understanding the key links between image, attitude and behaviour</li> <li>▪ Sounding professional and confident over the telephone</li> </ul> <p><b>Controlling the telephone process with confidence</b></p> <ul style="list-style-type: none"> <li>▪ Knowing the basics of good telephone usage</li> <li>▪ Dealing with enquiries, getting the facts and achieving successful outcomes</li> <li>▪ Using the 'statement- question' technique to manage calls</li> </ul> </td> <td style="vertical-align: top; width: 50%;"> <p><b>Communication skills over the telephone</b></p> <ul style="list-style-type: none"> <li>▪ Using positive words and phrases to greater effect</li> <li>▪ Knowing how to sound friendly and professional through our tone of voice</li> <li>▪ Utilising techniques to enhance clear speaking</li> <li>▪ Showing empathy and clarifying to enhance good listening skills</li> </ul> <p><b>Handling problems and dealing with difficult callers</b></p> <ul style="list-style-type: none"> <li>▪ Maintaining a positive approach to handling complaints</li> <li>▪ Knowing how to remain calm under pressure</li> <li>▪ Using the PACR technique to handle problems in a constructive way</li> </ul> </td> </tr> </table>	<p><b>Presenting a professional image over the telephone</b></p> <ul style="list-style-type: none"> <li>▪ Creating the right impression for the customer</li> <li>▪ Understanding the key links between image, attitude and behaviour</li> <li>▪ Sounding professional and confident over the telephone</li> </ul> <p><b>Controlling the telephone process with confidence</b></p> <ul style="list-style-type: none"> <li>▪ Knowing the basics of good telephone usage</li> <li>▪ Dealing with enquiries, getting the facts and achieving successful outcomes</li> <li>▪ Using the 'statement- question' technique to manage calls</li> </ul>	<p><b>Communication skills over the telephone</b></p> <ul style="list-style-type: none"> <li>▪ Using positive words and phrases to greater effect</li> <li>▪ Knowing how to sound friendly and professional through our tone of voice</li> <li>▪ Utilising techniques to enhance clear speaking</li> <li>▪ Showing empathy and clarifying to enhance good listening skills</li> </ul> <p><b>Handling problems and dealing with difficult callers</b></p> <ul style="list-style-type: none"> <li>▪ Maintaining a positive approach to handling complaints</li> <li>▪ Knowing how to remain calm under pressure</li> <li>▪ Using the PACR technique to handle problems in a constructive way</li> </ul>
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<b>Course Features</b>	You will identify common barriers to successful telephone communication. Participants have the opportunity to analyse their 'live' telephone conversation through the use of a 'phonecoach' headset and playback unit.		