

Professional Telephone Skills

½ day
Course

'First impressions last'

Business Scenario 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 Trust requires. The ability to communicate in a prompt and professional manner is essential to dealing with calls from frightened and unsure service users.

Who will Benefit? Employees on switchboard, reception or help desk, and anyone who uses the telephone in a front line position. All staff who should communicate in a confident, efficient and friendly business manner on the telephone.

Course Objectives By the end of the course you will be able to:

- Create the right impression of yourself and your Trust
- Understand what is happening with the call
- Listen actively in order to deal with enquiries competently
- Start to manage difficult or angry customers to achieve constructive outcomes
- Create your own guide for delivering superb service and support over the phone

Course Content

Presenting a professional image over the telephone

- Creating the right impression for the customer
- Sounding professional and confident over the telephone

Communication skills over the telephone

- Using positive words and phrases to greater effect
- Knowing how to sound friendly and professional through our tone of voice
- Showing empathy and clarifying to enhance good listening skills

Controlling the telephone process with confidence

- Knowing the basics of good telephone usage
- Dealing with enquiries, getting the facts and achieving successful outcomes

Handling problems and dealing with difficult callers

- Maintaining a positive approach to handling complaints
- Knowing how to remain calm under pressure
- Using your own guide to handle problems in a constructive way

Course Features You will identify common barriers to successful telephone communication, leading to the creation of your own guide for dealing with difficult calls.