

# Developing Effective Telephone Skills

1 Day NTS1

## OVERVIEW

This interactive one-day course will enable participants to practise tools, tips and techniques involved in effective telephone communication.

Exceeding expectations on the telephone means not only listening to and understanding others, but also being efficient, confident and enthusiastic.

## DESIGNED FOR

Suitable for all staff who need to communicate on the telephone. It is ideal for personnel who use telephones extensively on a daily basis, particularly those on: switchboards, reception, customer service units, help desks, and for secretaries, PAs and administrators.

## LEARNING OUTCOMES

By the end of this course participants will be able to:

- Use the telephone professionally and productively.
- Provide excellent telephone service - meet and exceed expectations.
- Deal with complaints and difficult situations effectively.
- Listen empathetically and ask the right questions.
- Close a call by summarising what happens next.
- Manage their emotional responses when under pressure.

## TOPICS COVERED

### Effective Telephone Communication

- Doing business on the telephone
- Creating the right impression - establishing rapport
- Planning and preparing your calls
- Mastering the basics of holding and transferring calls efficiently
- Controlling and closing calls smoothly

### Managing Challenging Callers

- Overcoming barriers to communication
- Recognising different behaviour styles - passive, aggressive and assertive
- Assessing and using your own level of assertiveness
- Adapting your voice and tone to achieve positive outcomes

### Dealing with Difficult Situations

- Understanding how perceptions can alter a call
- Handling complaints positively and creatively
- Defusing difficult situations
- Being positive even when you can't say 'yes'

### Staying in Control

- Remaining calm, flexible and professional
- Managing your emotional responses under pressure
- Handle abusive calls and pick yourself up after a difficult call
- Leave a positive impression of you and your organisation

### Personal Development

- Refining your telephone manner - developing a courteous and professional style
- Creating a personal action plan



## EXTRA NOTES

*Further Development:*

*Influencing & Persuading Skills with an Introduction to Negotiating (IPN)*

*Going the Extra Mile: Achieving Excellence in Customer Service (GEM1)*

*Professional Reception Skills - The Face of the Company (ES)*

*An equivalent course is available in Arabic and French. Please call us for details.*