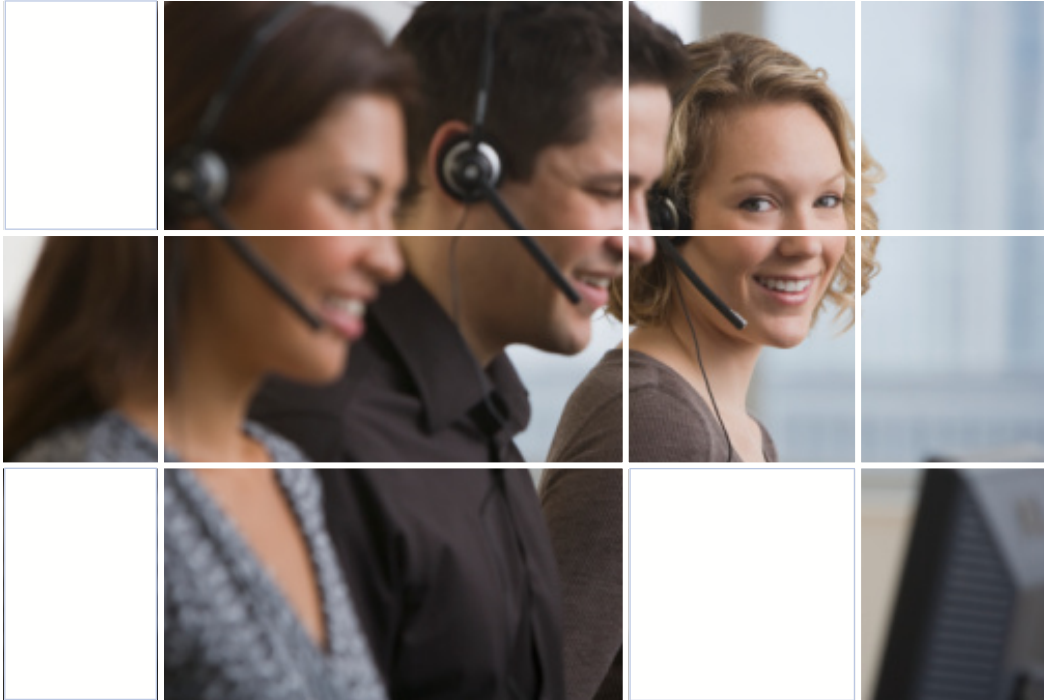


# Telephone Techniques



## OVERVIEW:

The purpose of this training is to understand how use of the telephone impacts on customer relationships, and to acquire the skills needed to provide telephone service excellence. One important way your customers and prospects evaluate your company is the manner in which their telephone calls are handled, as this is often the first point of contact with your organisation.

Specifically by the end of this training you should be able to:

- Provide customers with enhanced telephone service
- Use correct telephone procedures
- Manage challenging situations and calls
- Deal with stress more effectively
- Relate the role of telephone service to business success
- Apply new approaches to provide customers with quality telephone service
- Analyse the importance of good telephone service
- Develop a positive attitude and interpersonal skills
- Satisfy customer needs effectively
- Close calls successfully

## DESIGNED FOR:

This course is suitable for call centre staff, or any customer contact staff.

## DURATION:

1 day.

## TELEPHONE CUSTOMER SERVICE

- Attitude is your key to success
- Characteristics of successful customer service representatives
- Benefits of customer service
- Two sides of service
- Reading your customer's behaviour

## EFFECTIVE TELEPHONE USE

- Strengths of the telephone
- Some telephone frustration
- Telephone success

## ORGANISING YOUR WORK AREA

## TELEPHONE COMMUNICATION

- Handling the telephone
- Telephone impact
- Vocal communication
- Verbal communication
- Forbidden phrases
- Active listening
- Questioning
- Be a positive talker

## ANSWERING, TRANSFERRING AND CLOSING CALLS

- Closing the conversation

## MANAGING CHALLENGING CALLS

- Understanding customer behaviour
- The rationale of complaints
- Managing in difficult situations
- Problem solving steps
- Satisfying customers – dealing with complaints
- Teamwork
- Where to go for support?

## TAKING CARE OF YOURSELF

- Your stress signs
- Staying energised
- Your stress release ideas

## CASE STUDIES

## ACTIONS

**LEARNING  
VERVE**