



Powerful Telephone Communication

Duration: One-day Workshop

Portray a professional image and make a positive, lasting impression on your valued customers! As the first point of contact with your customers, your employee has a direct influence on your company image and customer satisfaction. The Powerful Telephone Communication Workshop will teach your employees fundamental telephone etiquette techniques and show them how to effectively apply these skills.

Objectives:

- Learn the importance of maintaining a professional image on the phone.
- Practice effective communication techniques to meet customers' needs, such as listening, questioning, appropriate words and phrases and the "all important" voice tone.
- Discover how to professionally handle challenging calls.
- Learn "best" practices for greetings, closing calls, putting callers on hold, transferring calls and voice mail.

Workshop Topics:

- Understand the importance of the telephone in your organization.
- How to create a positive image.
- Your attitude is the key to success.
- Interpreting what your customer wants.
- Understanding the importance of "opening" and "closing" a call properly.
- Learn how to transfer your calls and put a customer "on hold" with poise and skill.
- Use voice mail effectively.
- Discover questioning techniques that will help identify the purpose of the call quickly.
- Discuss and practice effective listening techniques.
- Learn what "not" to say during a call.
- Identify techniques for interacting with "high maintenance" customers.
- Learn how to side step verbally abusive customers.