



TELEPHONE SKILLS

AIM AND APPROACH:

The aim of this workshop is to provide participants with an effective approach to handling customers and colleagues on the telephone. It provide professional standards and ideas to implement in the workplace.

PROGRAMME OBJECTIVES:

- Demonstrate the professional approach to handling the telephone and increase self-confidence
- Adapt their individual communication style through voice, speed and tone to suit different customers
- Apply active, emphatic listening with questioning techniques for a complete understanding of the customer's needs
- Manage the conversation with an assertive action-oriented approach
- Effectively address and satisfy a difficult or irate customer

AUDIENCE:

Employees who need initial or refresher training on the telephone. Each participant will be encouraged to keep a learning record for the Programme.

PRE-WORK:

Participants will be given a guide on Telephone standards and asked to review their own organisation against these.

DURATION:

1 Day

AGENDA:

- Introduction, Objectives and Agenda
- Icebreaker – The Difficult Call
- Managing Customer Service
 - Who is the Customer? What do they need?
 - Your area's approaches and standards
 - Cycle of Service
- Hosting the Customer – Telephone Skills practice on audiotape and review practice
- Handling Customers – developing scripts to overcome problems
- Action Planning
- Listening Skills Exercise and Feedback

WORKPLACE ACTIVITY:

Develop an Action Plan for dissemination back in the workplace.