

**DURATION:** A one day course

**SUITABLE FOR:** This course is designed for all staff who want to improve their telephone communications skills, but in particular those who use the telephone as an important part of their job. The techniques explored will demonstrate that even if you have a telephone role in a company that is new to you, you can still be confident and efficient, handling all types of calls and giving callers a good professional service.

## COURSE OUTLINE:

### OBJECTIVES:

**By the end of the course delegates will be able to:**

To understand the importance of how we use our voice - tonality

To clarify what to say and what NOT to say

To develop strategies for being a better listener

To learn effective questioning techniques to ensure you understand the callers needs

To gain the skills to handle phone calls with confidence

To produce some strategies for making any changes happen

### PROGRAMME:

#### Introduction and priority setting

- What will we cover today?
- What do you want to achieve today?
- How experienced are you?

#### Feelings, attitudes and motivation

- Keeping in the right frame of mind - your attitude
- Accentuate the positive
- Positive and professional words and phrases

#### It's not what you say, it's the way you say it

- Your vibrant voice
- Maintaining confidence, assertiveness and professionalism
- How tone influences and affects the other person
- Keeping 'in step' with the caller

#### Telephone Exercises including practice in answering and ending calls

##### Listening skills

- Am I really listening?
- What stops me listening properly?
- Strategies for effective listening

##### Effective questioning

- Different types of question
- Finding out what the caller really wants
- Ensuring the correct information is taken

##### Handling tricky and difficult calls

- What to say and when to say it
- When and how to put on hold
- Managing the callers expectations
- How to finish the call on a positive note

**Telephone Exercises** – Delegates will be able to practice in a safe environment and receive feedback on their telephone skills

##### Conclusion and action plan

- Recap and Summary
- What will I change when I return to work?
- Action plan for change