

DURATION: One day

SUITABLE FOR: Individuals who want to improve their telephone communications skills, but in particular those who use the telephone as an important part of their job.

Objectives

By the end of the course you will be able to:

- Appreciate the importance of how we use our voice - tonality
- Clarify what to say and what NOT to say
- Develop strategies for being a better listener
- Use effective questioning techniques to ensure you understand the callers needs
- Handle phone calls with confidence
- Produce some strategies for making any changes happen

Programme

Introduction & Workshop Objectives

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

Feelings, Attitudes and Motivation

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

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

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

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 practise and gain feedback on their telephone skills

The Way Forward

- Taking ideas back to the workplace and putting them into action

For more information or to book please call **020 7256 6668** or email enquiries@gbclearning.co.uk