

**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

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**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

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### 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](mailto:enquiries@gbclearning.co.uk)