



4D Group

Telephone Techniques

Who Would Benefit?

Those, including receptionists, administrators and secretarial staff, who needs to project a confident and professional image when dealing with people on the telephone.

Objective

The telephone is usually the initial point of contact within an organisation and it is how first impressions are gained. This course will provide delegates with the techniques required to enhance the personal and company image over the telephone.

Content

The importance of a professional telephone technique.
Why is telephone technique so important?
Why do customers do business with us?
First impressions
Moments of truth.
Essential telephone skills.
Advantages and disadvantages of using the telephone.
What does the caller expect?
Voice, tone and body language.
Impact of the voice.
Positive mental attitude.
Positive phraseology.
Best practices.
Call response time.
Transfer of calls.
Keeping the caller informed.
Taking telephone messages.
Communication skills.
Questioning skills.
The art of listening.
Making notes.
Handling difficult telephone situations.
Why do we lose control of a call?
Awkward customers.
Handling a complaint.

Duration

One day

Minimum Numbers

Four delegates