

Telephone Etiquette

Overview

This interactive one day course will ensure that your staff always project the correct image to your potential customers and clients, ensuring your company stands out from the crowd. It is written with both the customer and the organisation in mind and focuses on maximising service and customer care.

Target group

This course is aimed at any personnel who use the telephone as a means of communication within their working role.

Objectives

By the end of this course, delegates will be able to;

- Understand the key elements of phone communication
- Demonstrate the most effective methods to get the most out of your calls.

Course Content

Below is an overview of the topics that are covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.

- **Telephone Technique Basics**
 - Why your telephone technique is important
 - How first impressions are created
 - Answering an incoming call
 - Taking notes and messages
 - Planning an outgoing call
 - Potential pitfalls of using the telephone
- **Essential Telephone Skills**
 - What are good telephone techniques?
 - What do callers expect?
 - Voice, tone and body language
 - The impact of your voice
 - Using positive language
 - Managing callers' expectations
- **Telephone Manners**
 - Call response time
 - Putting callers on hold
 - Transferring calls
 - Terminating prolonged conversations
 - Voicemail etiquette
- **Questioning Techniques**
 - Asking questions
 - Types of questions
 - Using the right words
- **Handing Difficult Telephone Situations**
 - Managing difficult calls
 - Using assertive behaviour
 - Developing your listening skills

Outcomes

Each delegate will receive individual feedback, and will be asked to complete a personal action plan to identify key changes to implement and skills to practice.