PROFESSIONAL DEVELOPMENT TRAINING

1300 121 400

REQUEST QUOTE

1.0 DAY COURSE

Professional Telephone Skills

Learn how to communicate more professionally on the telephone, manage difficult customers, improve your listening skills and much more with our 1-day, Professional Telephone Skills Course. This course was developed to help your staff conduct better, business-related phone conversations and provide excellent service and support via the telephone.

In this PD Training Signature Series course you will learn key skills like improving your phone "voice", what words should never be used, how to use effective questioning techniques, dealing with angry customers, what to say when leaving voicemails, staying in control of the call and much more.

This practical and engaging training course is available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

Please click on the Public Class tab below to view our Professional Telephone Skills Training course schedule by city or click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

What You'll Gain:

This Telephone Skills Training course will provide your staff with the skills they need to handle phone calls professionally. This will ensure that a positive image of your organisation is reinforced and strengthened with every conversation.

The telephone etiquette displayed by employees is indicative of a staff's willingness and ability to efficiently assist customers. The skills and attitude projected over the telephone can form a lasting impression in the minds of customers, making it a critical and memorable customer experience.

Virtual teams are becoming the norm rather than the exception, and one of their primary channels of communication is the telephone. Hence, it is imperative for virtual employees to also have a good understanding of business telephone etiquette in order to provide the best outcome for the customer.

Outcomes

After completing this course participants will have learned to:

- Learn how to provide effective client service over the phone
- Project a professional image over the phone
- Master a professional, effective & reassuring telephone voice
- Gain client's trust using proven communication techniques
- Learn to question effectively over the phone
- Master proven techniques to professionally manage irate customers
- Learn tips for handling a busy reception
- Phrase words more effectively for positive and clearer communication
- Establish the right words for unambiguous, positive & productive communication
- Leave effective voicemail messages

Modules

Lesson 1: Providing Effective Client Service

- Welcome
- The Ten Commandments of Good Business
- What Makes An Effective Client Communicator?
- The Seven Deadly Sins of Service
- Reflection

Lesson 2: Your Personality/Your Telephone Voice

- REACH Review – Communication Evolution Tool
- The Communication Model
- The ABCDE (Five Qualities) of a Good Telephone Voice
- Your Welcome – Should HAIL
- Voice Modulation – The 6 P's to Para verbal Communication
- Reflection

Lesson 3: Gaining Your Client's Trust

- You Never Get a Second Chance to Make a Good First Impression
- Create a Positive First Impression:
- 4 Key Parts to Your Phone Greeting
- Put Your Clients at Ease with Positive Language
- Show Urgency
- Getting to the Point Quickly - Saying Too Much
- Ending a Call Politely and Professionally
- Put It Into Practice
- Reflection

Lesson 4: Handling Barriers Over The Phone

- Managing the 5 Barriers
- Words That Must Never Be Used
- Reflection

Lesson 5: Effective Questioning

Lesson 6: Irate Clients

- WIIFM
- Good Questioning Techniques
- Ask Yourself the Following 5
- Open and Closed Questions
- Clarifying Questions
- Seek Satisfaction/Understanding
- Questions to Keep Control of the Call
- Arrange When You Will Call Them Back
- Reflection

- How to Deal with Angry Clients
- The Challenge of Angry Clients
- Do Not Allow Negative Emotions to Affect You
- High Emotion – Low Intelligence
- Use the HEAT to Defuse an Irate Client
- Reflection

Lesson 7: Prepare Yourself

- Planning Phone Calls
- Check Your Ringtone
- Transferring Calls
- Asking a Client to Hold
- Taking Messages
- Reflection

Lesson 8: Reception Tips

- Serving Clients at the Reception: The Dos
- Serving Clients at the Reception: The Don'ts
- Reflection

Lesson 9: Professional Voicemail Messages

- What to Include in a Voicemail Message?
- Customised Messages for Different Callers
- Closed Greeting
- Internal Greeting
- Practice, Practice, Practice
- Reflection

Lesson 10: Reflections

- Create an Action Plan
- Accountability = Action

Talk to our expert team

Phone: 1300 121 400

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