PROFESSIONAL DEVELOPMENT TRAINING

Professional Telephone Skills Training

REQUEST QUOTE

1.0 DAY COURSE

The telephone is still the primary means of business communications. Learn the etiquette and communication skills required to handle calls professionally by attending PD Training's Professional Telephone Skills Training Course.

This Professional Telephone Skills Training course is designed to help you learn: the appropriate telephone voice and vocabulary, techniques to create a great first impression and gain client trust through proven communication methods, how to professionally handle irate customers and clients and how to question effectively over the phone. In addition to these crucial skills, you'll learn how to provide effective client service over the phone, project a professional image and learn other attributes of an effective business communicator that ensure your interactions are productive and constructive.

This comprehensive training course is available across the United States, including Atlanta, Austin, Baltimore, Birmingham, Boston, Charlotte, Chicago, Dallas, Houston, Jackson, Los Angeles, Manhattan, Miami, New York, Orlando, Philadelphia, San Antonio and Seattle.

Looking for a 3-hour Live Online version of the course? Click Here to View Our 3-Hour Virtual Professional Telephone Skills Training Courses

What You'll Gain:

This Telephone Skills Training course will provide your staff with the awareness and skills that they require to handle phone calls professionally. It will ensure that the positive image of your organization is reinforced and strengthened with every communication with customers.

In today's business environment, telephone etiquette displayed in organizations is indicative of its willingness and ability to efficiently assist customers, both internal and external. The skills and the attitude projected over the telephone form a lasting impression in the minds of an organization's customer, making it a critical customer 'touch point'.

Nowadays, virtual teams are the norm rather than the exception, and one of their primary channels of communication is the telephone. Hence, it is imperative for employees to have a good understanding of business telephone etiquette in order to aid efficient information exchange.

This Professional Telephone Skills Training Program aims at helping employees to create a lasting impression in their customers' minds - one that shows the organization reflected in the best light possible. It focuses on developing telephone etiquette and skills to deal with customers assertively with care and positivity.

Outcomes

By the end of this course, participants will:

- 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 manage irate customers professionally
- Learn tips for handling a busy reception
- Phrase more effectively for positive and clearer communication
- Establish the right words for unambiguous, positive & productive communication

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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

Lesson 4: Handling Barriers Over The Phone

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

- Getting to the Point Quickly - Saying Too Much
- Ending a Call Politely and Professionally
- Put It Into Practice
- Reflection

Lesson 5: Effective Questioning

- 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

Lesson 6: Irate Clients

- 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:

Email: