

Professional Telephone Techniques



With the amount of business conducted over the telephone, it needs to be competent and personable, yet customers are increasingly frustrated and direct their anger at call centre agents. This event is designed to highlight effective and efficient telephone techniques for front line employees. The course will teach delegates the techniques for:

- Handling complaints and difficult customers
- Controlling the call
- Improving communication skills
- Personally coping with angry or rude customers

Who Will Benefit?

Any employee who uses the telephone to speak to customers

Course Outline

- Create a good impression without using visual clues
- Key stages of a call
- Controlling the call using questions and structure
- Handling difficult calls, and the techniques in dealing with them
- Creating rapport
- Personally handling angry customers and managing 'you'
- Minimising the tension
- Identifying the 'real' problem
- Communication skills – pace, tone, pitch, clarity etc
- Develop listening skills to help understand what the customer is really saying
- Communicate clearly, accurately and efficiently
- Maintaining a confident and positive attitude all day
- Role play

Duration

1 Day

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