

Essential Telephone Techniques

This is an essential session for employees whose work includes use of the telephone and who would benefit from developing their communication skills in this area. The programme provides a useful refresher for those who are experienced in communicating on the telephone and is also valuable for newer staff who have less experience in front-line customer service.

Programme objectives

By the end of this programme, delegates will be able to:

1. Use the telephone in a constructive and positive manner
2. Understand and minimise the barriers of telephone communication
3. Demonstrate appropriate use of voice and tone
4. Use open and closed questions to gain information and control calls
5. Listen actively
6. Handle complaints and angry callers in a constructive and calm manner.

Further information

The session is highly participative and involves a range of exercises in communication skills, including realistic case studies.

Duration: Half day