



Customer Service & Telephone Techniques

Course Content

Do you wonder why dealing with customers on the telephone can often generate problems that are never encountered face to face? While telephone enquiries provide sales opportunities, one bad experience with someone on the phone may be enough reason for a customer - even a regular customer - to look elsewhere.

The telephone is your customer's lifeline to your company. Yet although it provides fast and relatively inexpensive communication. It is essential to understand, not just which techniques can be used, but the advantages and disadvantages of communicating by telephone.

Course Aims

To raise the awareness of customer service on the telephone and assist delegates in providing telephone service excellence.

Who Should Attend

All staff members who use the telephone as part of their normal duties.

Course Outline

- Introduction and Course Overview
- Knowledge / Skill Checklist
- First Impressions
- Communication and why Communication Goes Wrong
- Building Rapport
- Communication Methods
- Telephone Skills
- Inappropriate Language/Phrases
- Effective Telephone Communicators / Poor Telephone Communicators
- The Factors of The Voice: Power /Pitch /Pronunciation /Pace /Inflection/Emphasis
- Six Steps to Handling An Incoming Call
- Good and Poor Statements on the Phone /Warm Transfer of Calls /Message Taking
- Questioning Techniques: Open/Closed Questions
- Listening Skills: Listening Skills Tips/Techniques
- Telephone Work – Standards Monitoring Checklist
- Role Play: Guidelines for Observer Feedback
- Assertiveness: Assertiveness, Aggressiveness and Passivity /Assertiveness – The 3 Steps
- Top tips for building trust and rapport
- Influencing: Preparation / Influencing Tactics
- Dealing with Anger: Irrate People – Tips and Tactics

Learning Outcomes

- Understand the importance, and use of, the telephone in delivering exceptional customer service
- Gain enhanced key skills in assertiveness, listening and dealing with challenging callers
- Deal with callers in a professional, efficient manner