

# Course Outline | Telephone Techniques

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1 day(s)

## Overview

The telephone is your customer's lifeline to your company. Yet although it provides fast and relatively inexpensive communication, it is a medium that is impersonal -- and switchboard and other telephone staff must be able to prevent negative behaviour on both sides.

## Objective

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

## Target Student

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

## Course Outline

### General

- Nature of communication
- Choosing the most appropriate communication method
- Own personal communication style in business dealings with others
- Importance of first impressions from the caller's standpoint
- Giving callers the wrong impression
- Challenges of communicating by phone
- Developing rapport with callers
- Factors of good and bad communication on the telephone
- The 6 W's of message taking
- Active listening skills on the phone
- Factors of voice to add impact
- Tactics and tips to cope with anger and complaints
- 3 steps to assertive behaviour
- 5 steps to an incoming call
- Skill practice to experience the telephone process in practice