



## Telephone Skills

1 Full Day

9:00am – 4:00pm

## **Course Outline:**

### **1. Providing Effective Client Service**

### **2. Your Telephone Voice**

- Communication Skills
- Qualities of a Good Telephone Voice
- Vocal Qualities Checklist

### **3. Gaining your Client's Trust**

- Create a Great First Impression
- Put your Customer at Ease
- Finding a Better Phrase
- End your Great Impression
- Ending a Call Politely and Professionally

### **4. Prepare Yourself**

- Professional Handling of Incoming Calls
- Transferring Calls
- Taking Messages

### **5. Effective Questioning**

- Questioning Techniques
- Open and Closed Questions
- Questions to keep Control of the Call
- Telephone Techniques

### **6. Irate Clients**

- Irate Clients
- The Challenge of Irate Clients
- How to Defuse an Irate Client

### **7. Reception Tips**

- Useful Reception Tips

### **8. Better Phrases**

- Inbound Calls
- Outbound Calls

### **9. Action Plan**

- Personal Action Plan

### **Course Overview**



# Course Details:

## Booking Information:

To reserve a place in this course please contact Envisage Training or visit our website to enquire online.

## Envisage Training:

- Computer Training
- ICT & Software Applications
- Instructor-Led Online Training
- Professional Development
- Room & Equipment Hire
- Training Needs Analysis

## Delivery Modes:

- Scheduled Courses
- In-House & On-Site
- Instructor-Led Online Training
- Customised Courses



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TELE

## Duration:

1 Full Day

## Who should attend:

This course is for every employee who answers a phone; receptionists, switchboard operators, administrative assistants, sales administrators, personal assistants, sales teams.

## Related Courses:

Why not extend on what you have learned in this course? Envisage Training's basic, intermediate, and advanced courses will provide you with the training needed to give you every advantage.