

PROFESSIONAL TELEPHONE TECHNIQUE

Professional telephone technique will not only improve your organisation's public image but win customers, generate more business, close more sales and develop repeat business. Ultimately the time devoted to good customer service on the telephone is an investment in the organisation's future profitability.

On completion of this course, participants will be able to:

- define service excellence and understanding customer needs
- apply telephone techniques to project a positive company image and build business
- understand how voice, tone and the use of language for maximum effect
- identify the principles of etiquette when dealing with customers on the telephone
- recognise the importance of using technology to best advantage
- take and relay accurate messages
- manage difficult situations to achieve successful outcomes

Target audience: Customer contact staff including receptionists, trainees and apprentices

Course duration: Half and full day programs



Topics to be explored include:

- ▶ The telephone as a business tool
- ▶ Effective communication skills
- ▶ Speech, voice and vocal tone
- ▶ Questioning and listening techniques
- ▶ Non-verbal communication
- ▶ Telephone manners
- ▶ Using technology
- ▶ Taking accurate and complete messages
- ▶ Dealing with difficult and challenging callers
- ▶ Handling complaints on the telephone

What's included?

In-house training at a time to suit you
Instruction by an expert facilitator
A highly interactive workshop tailored for your organisation
Participant workbooks
Personalised certificate of completion
Guaranteed return on investment!

To book this workshop or for more details of how Learning Insight can support your organisation contact:
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