

## Telephone Communication Skills - One Day

To provide true quality service the telephone operator needs to control the impression they are creating. Using the telephone to best effect can make the difference between a successful conversation and a difficult one.

The customer cannot see who they are having the conversation with, but they are imagining them. A friendly, informed and interested voice can make the call a welcome one, rather than a business chore.

This interactive workshop will show that having the right call structure and using the voice correctly will ensure that the right impression is conveyed - first time, every time.

This workshop is designed to build confidence in dealing with all types of call and tools to communicate effectively even in challenging call situations.

### Content

#### Making the Right First Impression

- Recognise the impact that telephone style has on the customer's experience
- Recognise the components and importance of effective communication

#### Key Telephone Communication Skills

- Build rapport with customers and colleagues
- Use effective questioning & listening skills as appropriate to the call
- Recognise the conversation cycle and deal with it confidently
- Handle challenging calls brilliantly



#### Action plan for improved telephone communication skills in the workplace