PROFESSIONAL DEVELOPMENT TRAINING

Professional Telephone Skills - Online Instructor-led 3hours

5808 8521

REQUEST QUOTE

0.5 DAY COURSE

Learn how to communicate more professionally on the telephone, manage difficult customers, improve your listening skills and much more with our 1-day, Professional Telephone Skills Course. This course was developed to help your staff conduct better, business-related phone conversations and provide excellent service and support via the telephone.

In this PD Training Signature Series course you will learn key skills like improving your phone "voice", what words should never be used, how to use effective questioning techniques, dealing with angry customers, what to say when leaving voicemails, staying in control of the call and much more.

This is a practical class that is suitable for all audiences and provides people with the tools that they can apply on-the-job (and in other contexts) the very next day.

This is an instructor-led class that you can attend from home or your office.

The virtual classroom uses an advanced version of Zoom called 'Zoom for Webinars' that includes enhanced collaboration features such as One-click content sharing, real-time co-annotation (people can work together in activity files), and digital whiteboarding, and we use tools such as live polls, private group chats and participants can 'raise their hand' so you *virtually* have the same collaborative classroom based learning experience.

These courses are facilitated in English and are open to people from different industries across Australia, New Zealand, Singapore, Malaysia and Hong Kong - this is a short but powerful learning experience that gives you global collaboration opportunities.

****Please note, these classes run to a very tight schedule, please follow the invitation and join the class 10-minutes prior to commencement so you are ready to participate and don't miss a minute!**

Be ready - check your device is ready to go by use this test link.

What You'll Gain:

This Telephone Skills Training course will provide your staff with the skills they need to handle phone calls professionally. This will ensure that a positive image of your organisation is reinforced and strengthened with every conversation.

The telephone etiquette displayed by employees is indicative of a staff's willingness and ability to efficiently assist customers. The skills and attitude projected over the telephone can

form a lasting impression in the minds of customers, making it a critical and memorable customer experience.

Virtual teams are becoming the norm rather than the exception, and one of their primary channels of communication is the telephone. Hence, it is imperative for virtual employees to also have a good understanding of business telephone etiquette in order to provide the best outcome for the customer.

Outcomes

After completing this course participants will have learned to:

- Project a professional image over the phone
- Master a professional, effective & reassuring telephone voice
- Gain client's trust using proven communication techniques
- Learn to question effectively over the phone
- Master proven techniques to professionally manage irate customers

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Modules

Lesson 1: Your Personality/Your Telephone Voice

- REACH Review – Communication Evolution Tool
- The Communication Model
- The ABCDE (Five Qualities) of a Good Telephone Voice
- Your Welcome – Should HAIL
- Voice Modulation – The 6 P's to Para verbal Communication
- Reflection

Lesson 2: Gaining Your Client's Trust

- You Never Get a Second Chance to Make a Good First Impression
- Create a Positive First Impression:
- 4 Key Parts to Your Phone Greeting
- Put Your Clients at Ease with Positive Language
- Show Urgency
- Getting to the Point Quickly - Saying Too Much
- Ending a Call Politely and Professionally
- Put It Into Practice
- Reflection

Lesson 3: Handling Barriers Over The Phone

- Managing the 5 Barriers
- Words That Must Never Be Used
- Reflection

Lesson 4: Effective Questioning

- WIIFM
- Good Questioning Techniques
- Ask Yourself the Following 5
- Open and Closed Questions
- Clarifying Questions
- Seek Satisfaction/Understanding

- Questions to Keep Control of the Call
- Arrange When You Will Call Them Back
- Reflection

Lesson 5: Irate Clients

- How to Deal with Angry Clients
- The Challenge of Angry Clients
- Do Not Allow Negative Emotions to Affect You
- High Emotion – Low Intelligence
- Use the HEAT to Defuse an Irate Client
- Reflection

Talk to our expert team

Phone: 5808 8521

Email: enquiries@pdtraining.com.hk