

# Telephone Skills

## Overview

This workshop is for anyone who communicates internally and externally with customers or colleagues over the telephone. It is designed to enable delegates to develop effective techniques in order to promote a professional company image and build rapport quickly and easily with the person on the other end of the line.

## Objectives

- For each delegate to learn how to project confidence, composure and competence over the telephone.
- For each delegate to learn how to handle all callers, even the most difficult, with tact and confidence.
- For each delegate to be able to build up rapport and positive relationships over the telephone.
- For each delegate to learn how to enhance the image of the organisation through their telephone manner.

## Contents

- Introduction
- How to answer the telephone - what to say and how to say it
- Understanding the psychology behind communication on the telephone
- Sending positive messages and quickly building rapport
- Building rapport and obtaining and recording accurate information
- Screening, transferring and putting callers on hold
- Greeting and ending the call
- Handling difficult callers / difficult situations
- Understanding how to build self-esteem in order to deal effectively with conflict
- Remaining assertive and staying in control of the conversation
- Identifying caller's objectives using questioning and listening skills
- When to volunteer information and how much
- Practical, fun exercises
- Summary and close