

# IMPACTFUL CONVERSATIONS ON THE PHONE



By **SGS**

1 DAY



## LEARNING OUTCOMES

- Understand the fundamentals of providing high quality customer service over the telephone
- Define professional service benchmarks and understand how to improve telephone professionalism
- Identify the importance of understanding caller needs through effective listening and questioning
- Effectively utilise tools and techniques to enable management of a range of different behaviours
- Improve productivity via effective messaging techniques

## CORE COMPETENCIES

- **Customer Focus**
- **Interpersonal Savvy**
- **Listening**

## COURSE OVERVIEW

This course has been developed to give you the necessary tools and technical skills to make a positive impression, develop call opportunities and skilfully manage a range of behaviours.

This course would benefit administration, support or frontline customer contact personnel required to engage with internal and external customers over the telephone.

## TOPICS COVERED IN THIS COURSE

### Effective telephone users

Things to consider when making and receiving phone calls.

### Positives and negatives tool

Analyse what makes a positive telephone experience.

### Building good relationships over the phone

Customers calling your organisation should have a positive experience and this will depend on your attitude.

### Communication skills

Why your communications skills are of critical importance and how to remove barriers.

### Effective listening

Being patient and alert will increase your ability to comprehend the needs of your caller.

### Asking questions

Using the right balance will support the telephone conversation.

### Controlling the conversation

Techniques to keep phone conversations on track and save time.

### Examining your customer's experience

Seeing your organisation through the eyes of your external customers.

### Plan the call

The level of planning should match the level of complexity of the call.

### Telephone system and business protocols

Using established policies promotes consistently high standards of internal and external customer interaction.

### Taking and GIFTING messages

Be supportive, proactive, create credibility and learn what makes a good voice message.

### Good telephone etiquette

If you're not getting the response you want, change what you're doing!

### Managing difficult caller behaviours

Learn to use LEAPS (listen, empathise, acknowledge, be positive and find solutions) with an emotional caller.

### Making a difficult outbound call

Before you make your call, develop an action plan.

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developed for the Australian  
workplace.

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