4 HRS

TELEPHONE TECHNIQUES

ODYSSEY
TRAINING™
An **SGS** Company

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.

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**

Practical, relevant training developed for the Australian workplace.

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