



Telephone: 00971-2-6452630

Communication And Telephone Skills In Modern Business Workshop

Introduction

Phone is probably the most used tool in modern business, but not everyone admits to being confident or totally proficient in their use of the phone. This course is designed to provide tips and techniques in both telephone and face to face skills to handle difficult customers (such as rude, angry or aggressive customers) as part of daily duties. It also covers handling customer complaints; tips for retaining customers and how to diffuse customer conflict quickly and efficiently

Who Should Attend?

This workshop is designed specifically for those who are on the front line, those who are the main interface between the organization and their clients or public. Those who have recently benefited include: Switchboard Operators, Secretaries, Administration Assistants, 'Help Desk' Operators, Receptionists, and Office Assistants & Sales Administrators.

Methodology

This interactive Training will be highly interactive, with opportunities to advance your opinions and ideas and will include;

- Lectures
- Workshop & Work Presentation
- Case Studies and Practical Exercise
- Videos and General Discussions

Certificate

BTS attendance certificate will be issued to all attendees completing minimum of 80% of the total course duration.

Objectives

- Learning how to answer and make telephone calls in a professional manner
- Acquiring the required information to accurately respond to the customer's calls
- Building rapport and satisfied the customer's needs quickly and efficiently
- Constructively responding to a customer's concern or complaint

Contents

DAY 1:

- The importance of professional telephone skills
- Importance of professional telephone techniques to the business
- Benefits of professional telephone etiquette
- Small group exercise and facilitated group discussion

DAY 2:

- The challenges of telephone communication
- Role of nonverbal communication
- Building rapport and gathering information
- Telephone guidelines when handling a call

- The verbal handshake
- Putting callers on hold, transferring callers

DAY 3:

- Effective listening techniques
- Questioning techniques
- Recording information
- Using positive language and taking ownership of call
- Closing the call

DAY 4:

- Communicating with customers with different communication styles
- Recognizing different communication challenges
- Main characteristics of communication styles
- Recognizing your own communication preferences
- Adjusting to other styles of communication

DAY 5:

- Pre-empting customers' most frequent concerns
- Responding to customer concerns and objections
- Handling customer complaints
- Handling emotional responses
- Responding to the complainant
- Escalating the complain