

TELEPHONE SKILLS

The first and only impression some customers get of you is how you conduct business over the phone. It's important to present a professional and friendly impression through your voice, your responses and your overall attitude. The voice can project more messages than just the words it carries. Find out how you can give that great first impression over the phone.

Learning Objectives:

- Recognize the importance of telephone etiquette
- Acquire skills in providing consistently effective telephone behavior
- Identify different call behaviors and acquire skills to deal with each of them
- Understand the barriers to effective listening and how to overcome them
- Learn how to deal with different situations

Who Should Attend:

People who use the telephone often and want to be more productive in their interactions

How Will Participants Benefit:

- Improve your listening and communication skills
- Appear more professional
- Increase focus and structure during phone calls
- Be more productive

Delivery Method:

Lecture, exercises, role-play and group discussion

Duration: Four hours