

Every Call Counts

Course ref: CF1

Course aims:

- to identify the best telephone techniques in different situations
- To develop delegates' skills in dealing with inbound calls
- To help delegates deal with difficult customers on the phone
- To enable delegates to use the phone efficiently to win more business

Benefits of attending:

- High quality training by experienced sales professional
- Practical exercises to support the learning process
- Training can be geared to your individual organisation's situation

Outline of programme:

On this workshop, you will learn:

- Why telephone techniques matter
- How to use your voice well
- How to make a consistent good first impression
- Ways to get the caller's attention, and hold it
- The importance of the first 15 seconds
- Keys words and phrases
- Identifying customers' needs
- Overcoming the barriers to communication
- Handling customer complaints
- How to deal with difficult callers
- How to stay calm when all the phones are ringing
- Controlling the customer's call
- Active Listening
- How to recognise danger signals
- Ways to sound enthusiastic
- How to manage your time without feeling flustered

Duration: This course normally operates as a 1 day course, depending on the depth required and issues which need to be covered. It can also be run as part of a series, together with First Impressions Count!, Positive Customer Care, and Assertiveness in Action.