

Professional Telephone Skills

What should you do when dealing with customers by telephone?

This Professional Phone Skills course teaches how to project professionalism over the phone, how to gain client confidence quickly and handle difficult customers. Participants will learn the basics of customer service, how to project a polished phone image, demonstrate proper telephone skills through practice activities, and leave with the tools to present an image that reflects confidence, credibility, and capability.

Course Objectives

- Establish the standards and systems that can make every customer feel special on the telephone – both customers and internal colleagues – at every encounter
- Learn a range of professional telephone techniques, tools and skills to use to make customers feel valued and to deliver above expectations – building on the telephone skills you already have
- Make a composed and confident impression on each and every call, so customers feel welcomed and well cared for, particularly when they have a problem
- Personal skills for listening effectively and to enhance an understanding of what customers really want and expect, plus using the right words, phrases and polishing your telephone 'voice', and the use of voice tone to create rapport and empathy
- Best practice in following up, whether by telephone or by email
- Understand customer expectations and deliver more than you promise
- Maintain a positive attitude throughout the day, and make every call sound like your most important
- Satisfy complainers, calm upset customers and regain confidence and goodwill

Who should attend?

Personnel whose role entails communicating with clients over the phone.

Duration: 6 hours

Fee: €155.00

Course Outline

What an Attitude! Where Service Excellence Starts

A positive attitude on the part of the customer-service provider goes a long way toward creating an excellent experience. This introductory lesson covers the factors that produce great service and those that ruin an interaction with a customer.

What is brilliant customer service?

- Who's doing it and how?
- Customer service role models
- Who is your customer?
- The customer experience
- What makes customers happy?

Making every customer feel SPECIAL

- The SPECIAL model
 - **S**peed and time
 - **P**ersonal / personalise
 - **E**xpectations – manage and exceed
 - **C**ompetence / courtesy
 - **I**nformation
 - **A**ttitude
 - **L**ong-term relationship and follow-through
- Applying the SPECIAL qualities to your job
- *Practical exercises*

Telephone communication skills for brilliant customer service

- Understanding the telephone
- Telephone voice
 - Tone
 - Pitch
 - Pace
 - Volume / power
- The telephone model
 - Opening
 - Fact-finding
 - Agreeing
 - Closing
- Establishing rapport
- Questioning skills
- Active listening
- Managing expectations
- Key words and phrases
- Customer-friendly emails
- How to interrupt
- Rephrasing
- Summarising and affirming
- Leaving a message
- Customers – walking adverts
- *Practical exercises*

Dealing with Difficult Customers

Not all customers are easy to deal with. Using real-world case studies, participants will learn in this portion of the training how to interact effectively with angry customers, complaining customers, customers who try to take advantage of the organization, and other troublesome people.

Do Call Again: Leaving Positive, Lasting Impressions

This discussion teaches participants how to leave a lasting impression that makes callers want to call again. Points covered during this session include managing talkative callers without being rude, making statements that indicate a conversation is over, and leaving effective voicemail messages that prevent telephone tag.

Customer-Service Stress

Dealing with customers' needs, wants, and frustrations can lead to unnecessary stress and frustration. The training session concludes with a presentation of stress-management techniques that ensure participants will stay refreshed and alert while delivering exceptional customer service.