

TELEPHONE SKILLS TRAINING

“Learn lots of great skills and techniques to deliver excellent customer service over the telephone.”

Why you should attend this course

This half-day training course will help to delight all your customers - internal and external – using the telephone. Participants will learn many advanced telephone skills and techniques to gain rapport, impress people and communicate more clearly.



Key learning points include:

- Learn the specific skills needed to deliver excellent service on the telephone
- Apply the SPECIAL model to your telephone call skills
- The right way to make a great first impression and make people feel important.
- How to quickly ‘tune-in’ to customer requirements and exceed their expectations
- Use a template of best practice for telephone calls and common inquiries.
- Use effective questioning techniques and listening skills to gather information quicker
- Greater professionalism, ownership and accountability of service and customer issues.

How you will benefit

The course is interactive and motivational, using the latest ideas and techniques to help you create excellent customer service on the telephone.

About the trainer and course format

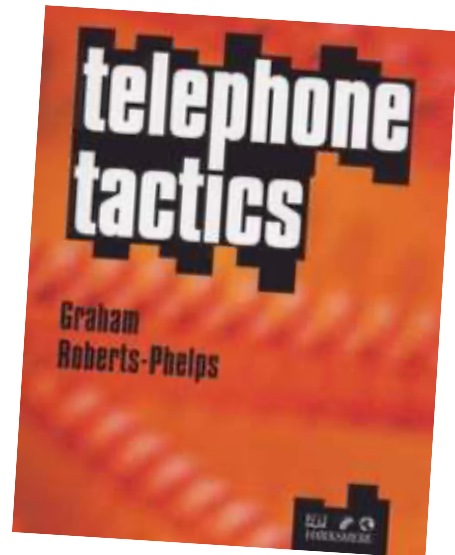
This course will be delivered by an experienced trainer with a real expertise and knowledge of the subject. The course will be informal, engaging and include many practical activities.

Available as an in-house course with personalisation to your business and objectives included, including a mini training needs analysis.

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Course Outline: Telephone Skills

- ✓ One day in-house training course.
- ✓ Regular role-play and planning sessions.
- ✓ Expert trainer with subject matter expertise.
- ✓ PDF manual for reference.
- ✓ Based on the book 'telephone tactics'



Course objectives and key principles

- Key principles of excellent telephone service
- Personal learning objectives for the course
- Review of call types and skills needed
- The SPECIAL model and call assessment sheet

Improving your customer's telephone call experience

- Telephone call dynamics - how to structure and control a call.
- Telephone voice dynamics - developing an effective voice tone.
- Perfecting a standard opening that works, plus gaining rapport and connecting with customers, plus capturing key information quickly and easily.

Advanced telephone tactics

- Creating clarity and confidence through stating, summarising and restating.
- Structuring information clearly and precisely when using the telephone.
- Improving your telephone voice, diction and listening skills.
- Specific gestures and phrases that put customers at ease.

Connect and Consult on telephone calls

- Connecting skills gaining rapport and credibility in the first few minutes.
- Qualifying a call, getting in control and asking questions early and effectively.
- Advanced skills of using high-impact questions with active listening and summarising.

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Convince and confirming on the telephone

- Using 'hot button' statements to gain customer interest and engagement
- Ways of overcoming objections and difficult questions
- Summarizing and gaining agreement on the telephone
- Simple and effective ways to close a call and outline next step

How to make outbound calls and writing a 'cheat-sheet

- The differences between outbound and inbound calls
- How to overcome initial resistance, gaining rapport and credibility in the first sixty seconds.
- Qualifying the person, getting in control, and asking effective questions.
- Advanced skills using prepared questions with active listening and summarising.
- Practical session and planning exercise.

Action plan and learning diary

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