WEBINAR: Telephone Skills Training



Overview

Telephone skills are very critical to a company's customer relationship. The customer's first impression of a company is formed mostly by their interaction with the personnel answering the phone. Due to this it is important for all staff who will entertain customer phone calls to have the proper training on how to handle the calls.

Objectives

- To know what to say during a customer phone call
- To learn how to make the proper voice expression
- To acquire listening skills to better understand the customer's needs
- To manage angry customers by finding mutually acceptable solutions

Who Should Participate

- Customer service representatives
- Receptionists
- Any personnel who may accept phone calls from outside the company

Key Topics

- I. What is telephone skills and its importance?
- II. Understanding the customer's perception

III. Techniques that create a positive first and lasting impression

IV. Nonverbal communication concerns: attitude, attention, posture, facial expressions

V. Improving your listening skills

VI. Voice quality: Understanding pitch, volume, speed and clarity

VII. A strong start: Selecting cheerful and appropriate greetings

VIII. Positive and effective verbal communication"

Using positive vocabulary Words to use and which ones to avoid Slang and phrases to avoid Statements to avoid giving the wrong impression

IX. Building rapport: Appropriate and effective ways to build rapport.

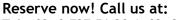
- X. Placing callers on-hold techniques
- XI. Effectively transferring a call
- XII. Handling customer complaint call

Take accurate notes Empathize with angry or distressed customers Take ownership of the problem and follow through Rephrase the customer's statement Acknowledge the customer's feelings State the company's position Allow the customer choices Find mutually acceptable solutions

XIII. Handling multiple calls

XIV. Closing the call techniques for creating strong last impressions

XV. Using voice mail effectively



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Duration

3 hours

Webinar Fee

 Php 1,750.00 per participant (inclusive of e-Handouts and e-Certificate) to be paid at least 3 banking days before the event

Requirements

Reservation

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