

# 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

- Mobile phone, tablet, computer or laptop
- Download free ZOOM app
- Internet connection
- Good audio connection

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