

Telephone Skills

Overview

The office professional's role calls for flexibility and a broad portfolio of skills including communications skills, both by telephone and other methods. Often, staff who answer the telephone are the primary point of contact for customers, clients, patients and suppliers among others and the ability to communicate effectively at a wide range of levels with tact and diplomacy is crucial.

The aim is to provide delegates with the opportunity to demonstrate and practise the skills in handling calls professionally, building rapport, dealing with complaints, and effective screening of calls.

Objectives

By the end of this workshop, delegates will be able to:

- State the importance of effective telephone skills
- Handle incoming and outgoing calls in a professional manner
- Explain how to deal with complaints received by telephone

Course Content

- Image and the telephone
- What the caller does not want to hear
- Pre-call planning
- Parts of the call
 - Greeting
 - Questioning and listening
 - Controlling the call
 - Closing the call
- The follow up
- The complaint call – do's and don'ts
- The enquiry call

Who Should Attend

Staff at all levels who deal with incoming telephone calls

Duration

7 hours

Certificate

A certificate of attendance will be issued on completion of the course

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