

Telephone Skills

For all employees | 1 day

The purpose of this workshop is to provide the knowledge and skills for staff working predominantly with the telephone to appropriately deal with incoming calls. Participants will learn how to communicate empathically, assertively and effectively with callers. They will know how to manage the callers' and their own emotions/needs, and be able to deal with the more difficult callers in such ways that mutually acceptable outcomes are usually achieved.

Objectives

On completion of the training, participants will be able to:

- identify the way they deal with complaints, objections and difficult clients
- communicate concisely, tactfully and effectively with clients
- demonstrate assertiveness and empathy in communicating with callers
- constructively handle objections and challenges to agreed outcomes/boundaries
- resolve client complaints, so that mutually acceptable outcomes are usually achieved
- adopt a *win-win* approach to resolving issues and disagreements
- deal effectively with difficult people

Key Content

- How do you normally deal with complaints and difficult people/situations?
- Active listening skills
- Other phone communication skills
- Practising assertiveness
- Some assertiveness techniques
- Demonstrating empathy
- Managing complaints and objections
- Problem solving skills and opportunities
- Dealing with difficult people
- Case studies and skills practice

Comments by Participants

- Really enjoyable
- Helped me to deal effectively with difficult people
- Got something out of all parts of it
- Good presenter and made it very interesting
- Very useful material, practical and down to earth
- Presentation excellent
- Every part of this course was a great learning experience
- Very well done, effective communicator