

Telephone Management Skills



making a positive difference to people and organisational performance

Duration: 1 Day

Overview: Are you equipped and trained to ensure every customer feels valued or are you finding those vital relationships slipping through your fingers?

The telephone can be a quick and effective resource to help build profitable and long lasting relationships. It is a vital tool not only in promoting your business but for customer retention too.

You will learn on this course how to enhance your telephone skills and better understand the qualities that make an excellent call handler.

Designed for: All staff who want to enhance their telephone handling skills.

Objectives: By the end of this course you will be able to:

- Smile over the phone
- Project a professional image and build rapport
- Explore Active Listening and response techniques
- Develop effective questioning and summarising skills
- Become effective in Managing the Call
- Deal with complaints effectively
- Handling conflict and difficult customers

Method: This course uses a structured series of lively and interesting case studies, exercises and practical skills activities that will reinforce your learning.

This course can be run exclusively and tailored to suit your company's specific learning requirements and organisational needs. Costs are dependent on number of days required and bespoke content

For further details, please contact Gareth Harris on 01656 644306 or email: gareth.harris@tsw.co.uk