

Telephone Training

Telephone Skills Training Overview

Within every organisation, staff must present a professional telephone manner when communicating with internal and external clients. This telephone skills course provides techniques and structures to improve the interpersonal skills and confidence of staff when handling telephone calls.

Who Should Attend?

Staff using the telephone to communicate with internal and external clients.

Course Topics

Introduction to Telephone Skills

- Overview of course topics and personal objectives
- The challenges of communicating with people by telephone
- The importance of a professional telephone manner

Preparation & Attitude

- How to focus your mindset before every telephone call
- The impact of negative and positive attitudes over the telephone
- Using the telephone to communicate a positive company ethos
- Speaking to internal staff (co-workers) with a professional telephone manner

Identify Your Own Telephone Style

- Identifying your strengths and weaknesses
- Your first impressions and perceptions
- Adapting your telephone style when interacting with a variety of people

Positive Impressions

- Making an excellent first impression
- Building rapport, Matching and Mirroring skills

Structuring Calls & Establishing Needs

- Structuring Inbound & outbound calls
- Managing the expectations of callers
- Effective questioning techniques
- Understand the barriers to good listening - Learn active listening skills
- Leading calls in a timely manner

Telephone Techniques

- Confident telephone voice, expressive tone and professional language
- Positive and negative phrases
- Overcoming language barriers and confirming information correctly
- Closing calls and summarising the outcome
- Placing callers on hold correctly
- Screening calls and directing enquiries
- Using discretion when handling unwanted calls
- Taking professional messages

Handling Difficult Situations by Telephone

- Understanding why people can be challenging
- Keeping calm under pressure
- Taking control and leading situations forward
- Showing genuine interest and empathy
- Delivering bad news to people
- Techniques to avoid issues escalating

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Course Information

- Locations: Delivered at your premises
- Length: Flexible & Tailored
- Price: Contact us

Bookings & Enquiries

- Call: 0800 121 4660
- Email: info@hamiltonmercercor.co.uk

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