

Effective Telephone Techniques

The first contact many organisations have with any potential client is very often over the telephone, so it is essential to make an excellent impression.

This course looks at the skills required to deliver exceptional customer service over the telephone. Improving the telephone techniques of the organisation's client facing individuals will lead to increased sales performance and greater client retention.

course details

Course Duration

One Day

Course Cost

£155 per delegate

Course Location

St. Mellons, Cardiff

Participant Profile

This course is aimed at:

- Client facing staff
- Client facing Managers/Team Leaders

Key Topics

Participants will cover:

- The impact of customer service
- The basic call structure
- Building rapport with the customer
- Effective questioning and listening
- The benefits of positive language
- Using your voice effectively

Course Benefits

On completion of this open course, participants will understand:

- How to employ effective telephone techniques while communicating over the phone
- How to employ proper tonality and language
- How to exercise telephone courtesies and customer service skills to enhance corporate image
- The skills required to handle difficult calls confidently

client testimonial



An excellent, well prepared course which incorporates a lot of practical work to enhance the training.

Geraint Williams, **Lodgesons Ltd**

You may also be interested in...

Essentials of Customer Service

Focuses on the skills required to deliver exceptional customer service, allowing participants to identify a range of techniques that will develop their skills.

Dealing with Difficult Customers

Designed to look at the day to day pressures of people being aggressive, rude, impatient or uncooperative, and how to deal with those situations.