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# Professional Telephone Techniques

This course has been designed to provide participants with the knowledge and skills to be able to handle telephone calls in a professional and efficient manner. It will allow delegates to identify and demonstrate effective telephone techniques in answering and transferring calls as well as dealing with difficult callers. It also covers areas of efficient time utilisation and priority management.

This course will be of benefit to all members of an organisation. Everybody has to interact with other people, be they customers, suppliers or colleagues. To do this professionally requires good quality training in the requisite use of the telephone.

## Course Content

### Effective telephone techniques

- Strengths of the telephone
- Verbal versus visual
- An organised work environment
- A positive attitude
- Using your voice effectively
- Keys to effective listening
- Active listening skills
- Be a positive talker

### Answering the telephone and transferring calls

- Responding professionally
- Talking to the customer who does not speak clear English

- Placing a caller on hold
- Transferring calls smoothly
- Screening calls
- Taking messages

#### Managing difficult callers

- Assertive, aggressive and non-assertive behaviour
- How to use assertiveness to deal with aggressive people
- Satisfying customers - dealing with complaints

#### Managing your telephone time

- Personal calls
- Leaving messages on answering machines

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