

Telephone Techniques

One on One (1/2 day), Small or Large Groups (1/2 to 1 day)

Learn how to use the telephone to your advantage.

CONTEXT

The telephone is the basic tool of the modern white collar worker. Some people have a professional presence on the phone. Others falter.

Are you uncomfortable on the 'phone? Do you get nervous and speak too fast? Can you explain yourself clearly? Are you asked to repeat yourself? Do you spend a lot of time on the telephone? Is it important in your role to provide efficient and professional telephone contact - with the public, your organisation's clients, other team members?

This workshop teaches key skills to ensure that you can use the telephone to your advantage. Practical examples are used to help you apply skills to your workplace.

OVERVIEW

This workshop covers the following:

- Handling difficult customers
- Action plan
- Telephone irritants – what actions contribute to customer dissatisfaction?
- Answering the telephone - preparation, greetings, multiple calls
- The importance of preparation
- Taking responsibility for good customer service
- Positive attitude – can-do phrases
- Listening skills
- First impressions

COURSE METHOD

Our trainers are effervescent, with years of experience in customer service and sales roles. They use a range of training methods with a strong focus on incorporating different learning techniques to ensure the success of each training event. Our training is highly interactive. Small class sizes allow for maximum learning. Personal coaching is available.



IN HOUSE TRAINING

We can come to your organisation and tailor the program to meet your people's particular needs. Acorn also has a range of customer service programs and other communication skills programs. Each of these can be tailored to suit your people's skill level and type of work. We have helped organisations from a wide range of industries. Please call John Gleeson to discuss your requirements.



Enrolment Form – Telephone Techniques

ABN 34 073 999 185

Send this form to Acorn: Fax (02) 6162 2077 or e-mail to bookings@acorntraining.com.au

We will ring you to organise a time to run the session.

Attendee's name	Email address	Phone Number
1.		
2.		
3.		
4.		
Organisation		
Branch/Division		
Address		
Phone #		
Fax #		

Payment Details

Single attendee: \$595

Second and subsequent attendee: \$395

For larger groups please call for a quote

1. Credit Card (Amex, Diners, Visa, MasterCard)

Name _____ Card No _____

Expiry date _____

2. Invoice

Signed off by _____ Name _____

Email invoice to: _____

Terms: Payment is due on or before the day of the session.