

# Contract Trainers Australia

Professional Trainers supporting  
Training Departments  
Project Teams &  
Training Companies across Australia



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## Professional Telephone Skills Training Course Outline

### Introduction

This Telephone Skills Training course will provide your staff with the awareness and skills they need to handle phone calls professionally and ensure the positive image of your organisation is reinforced and strengthened with every conversation.

### Foreword

In today's business environment, Telephone etiquette displayed in organisations is indicative of its willingness and ability to efficiently assist customers - both internal and external. The skills and the attitude projected over the telephone form a lasting impression in the minds of an organisation's customer, making it a critical customer 'touch point'.

Nowadays virtual teams are the norm rather than the exception and one of their primary channels of communication is the telephone. Hence, it is imperative for employees to have a good understanding of business telephone etiquette in order to aid efficient information exchange.

This **Telephone Skills Training Course** aims at helping employees create a lasting impression in their customers' minds – one that shows the organisation reflected in the best light possible. It focuses on team members - developing telephone etiquette and telephone skills to deal with customers assertively, empathetically, with a sense of care and a positive attitude.

### Learning Outcomes

- Provide effective client service
- Project a professional Image
- Use your telephone voice
- Gain client's trust
- Prepare yourself
- Question effectively
- Manage irate clients
- Handle reception
- Phrase more effectively
- Create an action plan
- Establish the right words

### Course length

- 1-day

### Who should attend?

This Telephone Skills Training Course will benefit anyone who answers the phone; receptionists, switchboard operators, administrative assistants, IT helpdesk, Sales administrators, personal assistants, sales teams, new or highly experienced you can always pick up new tricks.

#### Telephone Skills Training Course – Lesson 1 **Providing Effective Client Service**

- The Ten Commandments of Good Business
- What makes an effective Client Communicator?
- Seven Sins of Service
- Skills and Attributes of an effective Client Communicator
- High Emotion - Low Intelligence

#### Telephone Skills Training Course - Lesson 2 **Your Telephone Voice**

- Communication Skills
- Five Qualities of a Good Telephone Voice
- Vocal Qualities Checklist

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With 300 trainers Australia wide we can provide a trainer to meet your needs.

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## Telephone Skills Training Course – Lesson 3

### **Gaining your Client's Trust**

- Create a Great First Impression
- Put your Customer at Ease
- Finding a Better Phrase
- End your Great Impression
- Ending a Call Politely and Professionally

## Telephone Skills Training Course - Lesson 4

### **Prepare Yourself**

- Professional Handling of Incoming Calls
- Transferring Calls
- Taking Messages

## Telephone Skills Training Course - Lesson 5

### **Effective Questioning**

- Questioning Techniques
- ??? Questions ???
- Open and Closed Questions
- Questions to keep Control of the Call
- Telephone Techniques

## Telephone Skills Training Course - Lesson 6

### **Irate Clients**

- Irate Clients
- The Challenge of Irate Clients
- Have a HEART to Defuse an Irate Client

## Telephone Skills Training Course - Lesson 7

### **Reception Tips**

- Useful Reception Tips

## Telephone Skills Training Course - Lesson 8

### **Better Phrases**

- Inbound Calls
- Outbound Calls

## Telephone Skills Training Course - Lesson 9

### **Action Plan**

- Personal Action Plan
- What I am going to implement immediately on-the-job

## Telephone Skills Training Course - Lesson 10

### **Wrap up and course conclusion**

- Review the course
- Share ideas and personal challenges
- Question and answer time

**Professional Telephone Skills Training** is one of the Professional Development Training Courses delivered by **contract trainers** in Brisbane, Sydney, Canberra, Melbourne, Adelaide and Perth.

### **Web links:**

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