



Telephone Communication and Customer Care

Aims

This course is designed for individuals who want to adopt a professional telephone manner, build confidence when speaking to internal and external customers and enhance their customer service skills.

Objectives

By the end of this course you will be able to

- Communicate confidently with customers
- Learn skills and techniques for dealing with difficult telephone calls
- Identify how we can influence customer behaviour
- Identify how team work can improve customer care

Who Should Attend

Any individual who deals with customers by telephone.

Course Content

- Overview of the programme and personal objectives
- What is clear effective communication?
- Why is it important to our role in customer care?
- Causes of tension during calls
- The fear factor and the barrier it causes.
- Use of questions to probe for real problems - the heart of the enquiry
- Listening to understand and diffuse the situation.
- Language to avoid
- What represents acceptable and unacceptable behaviours?
- The importance of positive language
- The importance of tone
- Using assertiveness to retain control of the situation
- Role-play - handling difficult people and situations on the telephone effectively.
- Practical actions to take back to the workplace
- How our attitude affects the customer.
- What affects us?

Duration

1 or 2 day course