

Duration 1 day

Overview

Every member of your staff is a salesperson: every time they use the phone they help create, maintain or destroy the company's image. Are you getting the most out of this extended sales force?

We take an interactive approach, using a variety of teaching models including lecturer input, role-plays, individual and group exercises to allow delegates to explore these concepts in a safe environment.

Recommended for

This course is designed for any staff who use the telephone in their day-to-day role.

Linked Programmes

- Essential Communication Skills

Objectives

At the end of the training the delegate will be able to successfully:

- Identify and use techniques to overcome the specific barriers to clear communication presented by using the 'phone
- Explore their personal telephone manner
- Recognise appropriate language to use on the telephone
- Identify and develop a consistent house style on the telephone
- Make telephone calls more effective while following modern good practice
- Deal with "difficult" callers more confidently

using the documentation and support provided.