

Phone Skills Training Course Description

How to Serve People on the Phone?

- What callers want?
- What do you want?
- What people don't like about phone conversations?

How to Establish Rapport?

- How to connect to callers emotionally?
- How to control your tone of voice?
- How to be emotionally skilled?

How to Obtain Information?

- How to ask efficient questions to get maximum amount of information?
- How to minimize misunderstandings?
- How to ask probing questions?

How to Provide Information?

- How to present data or guidelines so a customer can easily follow and understand?
- What not to do when providing information?

How to Hold Telephone Conversations?

- What are common situations you need to handle when on the phone?
- How to open phone conversations?
- How to answer phones?
- How to close a phone conversation?
- How to put on hold?
- How to transfer?
- How to pick up someone else's phone?

How to Control Your Tone and Your Content?

- How to structure your sentences?
- How to get around the lack of body language signals?
- How to talk with an appropriate rate of speech?

How to Deal with Common Scenarios?

- How to respond to angry, demanding or other types of callers?
- What strategies can you use when you encounter difficult situations?

How to Listen?

- How to exploit the power of listening skills?
- What callers want and how to show that you understand their requests?

By the end of this course the delegates will be able to:

- Understand **callers' mentality** and adopt effective strategies to become more comfortable in handling any situation
- Handle **emotionally charged conversations** on the phone while staying in control
- Ask **ideal questions** from callers to maximize **information transfer**
- Handle your phone conversations professionally and **leave a positive impression** on the other person
- Handle phone calls **based on the types of people** you are communicating with
- **Provide information clearly** and efficiently while increasing retention and checking understanding
- Control your **tone and voice**, adopt an **ideal attitude** and **choose words carefully** to present a positive image of yourself and your services
- Handle **challenging scenarios** and common situations when interacting on the phone
- **Listen actively** to callers and demonstrate that you understand their needs