

Professional Telephone Techniques

Course Content

The telephone is often a major first point of interaction with customers and clients. As with any client interaction it needs to create a professional impression of your business.

This course has been designed to equip participants with a strong understanding of professional phone etiquette and covers:

- Using your voice effectively
- Active listening
- Be a positive talker
- Professional opening script
- Responding professionally
- Difficult callers
- Placing a caller on hold
- Transferring a call
- Screening calls
- Taking messages
- Leaving messages on answering machines

Who should attend?

This course is suitable for any employee required to communicate with customers and clients over the telephone.

Learning Outcomes

By the completion of this course the participant will be able to:

- Identify and demonstrate effective telephone techniques
- Demonstrate professional methods of answering the telephone and transferring calls
- Recognise and manage difficult calls
- Develop essential telephone time management skills

Delivery Information

Duration: 1/2 Day

Location: Hobart
Launceston
Devonport

Investment

\$195 TCCI member

\$295 non member

More information?

Call today to discuss your training needs including onsite or customised delivery or email training@tcci.com.au.