

Course Duration: One Day

Aim

The Telephone Customer Service course is designed for all people who interact with customers regularly by telephone.

Prerequisites

There are no prerequisites for this course

Outline

Telephone Fundamentals

- Understand why customers have the view of your company they have and change that for the better
- Understand and start using true telephone etiquette that will make you stand out as a professional
- Understand why companies lose customers

Building Rapport

- Understand the importance of selling ourselves before we can begin to sell our product or service
- Understand what rapport is and how to build it quickly
- Know how to process information in order to improve our communication skills

Attitude

- Know the difference between a positive and a negative attitude
- Know how to take control of your life through a positive attitude
- Understand a formula for change
- Know why it is a positive attitude will make you more successful
- Understand why your work success is related to your attitude

Effects of our Language

- Know the difference between submissive, assertive and aggressive language
- Know how your language can control a call
- Understand the impact of positive language

Capture Your Listener

- Know the importance of speaking well
- Know how to control a call by speech
- Know all the elements that make up your voice

Questioning Skills

- Understand the different types of questions available and how they control responses
- Understand who so much business is lost or missed due to poor questioning techniques
- Understand how to control a call using effective questioning skills

Listening Skills

- Know the difference types of listening skills used and when to use them more effectively
- Understand the importance of listening
- Know how listening will effect your results when used correctly

Customer Service

- Understand the importance of customer service
- The role of customer service within your company
- The effects of bad customer service

Times: 8.30am – 5.00pm
Cost: \$530 + GST per person
Includes:
All Meals
Certificate and Workbook

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