

The person in any organisation who is at the sharp end – receiving calls and handling information – creates and helps maintain the impression of that organisation for its clients. It is imperative therefore that such a person is sensitive, courteous, knowledgeable and able to respond to the pressures of the job. This one day programme offers those given this responsibility of handling daily calls the awareness, increased skills and confidence to deal with even the most awkward situations.

Your Workshop Leader: Richard Ellis

LEARNING OUTCOMES

By the end of this course, participants will:

- understand the importance of the telephone and its role within their own organisation
- understand the importance of effective communication and active listening
- be able to deal effectively and confidently with awkward people
- have received individual coaching on their telephone technique and prepared a personal action plan

TRAINING RESOURCES

To enable delegates to develop and practise course skills, telephone training equipment with playback is used to allow participants to hear themselves and receive individual coaching. In addition, each participant will receive comprehensive documentation detailing all the techniques covered during the workshop. The workshop is run as a small, intensive training session providing group tuition and one-to-one coaching. A group size of six to eight participants is recommended.

WHO SHOULD ATTEND

- Front-of-house receptionists
- Service & help desk staff
- All customer care and help desk personnel

Outline Programme

Welcome and Introductions

- to one another and course content

The Importance of the Telephone Front-line for Customers

- importance of initial reactions
- importance of procedural awareness
- importance of voice, tone and manner

Refreshment break

Active Listening

- taking useful notes, questioning, probing and summarising key information

Handling Awkward People

- keeping cool under fire

Lunch

One-to-one Coaching Sessions of 20 Minutes Each

- participants will be asked to receive a call, record key information and relay it back
- each participant will have a chance to hear themselves and receive an individual feedback sheet from the workshop leader

Group Re-convenes

General Impressions of Skills and Techniques

Personal Action Plans and Reflections

Close of Workshop

Follow-Up

Some three to four weeks after the course, each participant will receive a follow-up call from the workshop leader. This will help to consolidate the skills and techniques learned and provide further guidance on an individual basis.



COMMUNICATE

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