

## **COURSE DURATION**

8 hours

## **COURSE SYNOPSIS**

Love the phone or hate it, it is becoming clear that it is the way to do business and it is here to stay. As the telephone is widely used in business, it is important that we excel in areas of telephone communication. Being able to handle telephone calls efficiently and effectively will enhance not only your own image but also the image of your organisation.

This course focuses on helping working professionals with the essential skills in handling telephone calls professionally, confidently and effectively. It also provides you with the techniques on dealing with the common types of difficult customer situations that you come across in your daily encounters with them.

## **COURSE OBJECTIVES**

By the end of this course, learners will be able to:

- Determine how callers measure your service and what it takes for you to do your job professionally
- Demonstrate the 2vs to project a professional image of yourself and enhance the caller's confidence in you
- Use the appropriate phrases in a telephone call
- Apply the techniques to handle various difficult caller situations
- Demonstrate proper telephone etiquettes to enhance your image and that of your organisation

## **TARGET AUDIENCE (OPERATIONAL, SUPERVISORY & MANAGERIAL)**

This training is relevant to anyone who have to handle customers over the phone regularly.

## **ASSUMED SKILLS**

- Learners must be able to read, write, speak and listen to English at secondary school level
- Learners to have minimum GCE 'O' level or ITE certificate education
- Learner should have at least 1 year's working experience in any industry

## **TRAINING METHODOLOGIES**

Participants are guided through practical steps of the topic with a combination of reflection and group discussions, activities related to learning points, role-play and lectures.

**COURSE CONTENT****Learning Unit 1: Customer Service Basics**

- Understand what it takes to do your job professionally
- Service as defined by customers

**Learning Unit 2: You as The Communicator**

- Managing your voice
- Use professional service language
- Use of questions
- Use of empathic listening - levels of listening

**Learning Unit 3: The Structure of a Telephone Call**

- The phases of a telephone call

**Learning Unit 4: Develop Telephone Etiquette to Project a Professional Image**

- Projecting yourself
- Put customer on hold
- Making an outgoing call
- Terminating a call

**Learning Unit 5: Techniques in Handling Different Difficult Situations**

- The approach to dealing with angry callers
- Ways to interrupt a talkative caller to refocus him/her on the issue
- The different methods of saying "No" when it is just not possible to accede to their requests
- Ways to get callers to work with you towards your proposed solutions