

Effective Telephone Skills (General)

Maximum Participants: 16

Duration: One Day

Timings: 09:30 – 16:30



Mike Phillips Training

Releasing potential through learning and development

Suitable for

Anyone who uses the telephone within the workplace who wants to improve their current practice and wishes to make the best out of their use of the phone, whether it be for building work/customer relationships or offering information, advice and support.

Aim

To consider the use of the telephone as a medium for customer/service- user care or offering information and advice. You will identify and practise the skills of using the telephone effectively and dealing with difficult calls.

Learning Outcomes

By the end of the course, you will be able to:

- Describe the communication issues specific to telephone contact
- Describe a three stage process for handling calls
- Practise effective listening and questioning skills whilst using the telephone
- Identify strategies for dealing with difficult calls
- Reflect on your current practice when using the telephone and develop an action plan for improvement

You will also leave the course with:

- A sense of achievement
- A toolkit of techniques and practical ideas for releasing your potential
- A Personal Action Plan to take your learning further

Training Style

All courses are interactive, using diverse participatory, 'brain-friendly' training methods including: exercises; games/quizzes; handouts and workbook; small/large group discussion; skills practice and trainer input.

All courses are accompanied by a **Welcome Pack** (including some essential pre-course activities to prepare for learning) and a **'Bonus Pack'** after the training with additional tools, and follow-up activities to support transfer of learning to the workplace. (*email required)

Other Courses to consider (Visit my website for details of these and other courses)

- ➔ Assertiveness – An Introduction
- ➔ Care Matters: Providing Telephone Support
- ➔ Dealing with Difficult Behaviour in the Workplace
- ➔ Interpersonal Communication Skills
- ➔ The Art of Excellence in Customer Care



“Good variety of methods... exercises are fun and thought-provoking”

Course Participant

London Borough of Bromley

“Love the pace and the energy. Enjoyed the mix of discussion and practical exercises.”

Course Participant

OMF International



website

www.mikephillipstraining.co.uk

Email

mike@mikephillipstraining.co.uk

Phone

07949 826881