

## PROFESSIONAL TELEPHONE SKILLS TRAINING

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**COURSE LENGTH: 1.0 DAYS**

Your telephone etiquette and communication skills reflect on yourself and the company, department or organisation that you represent. Learn to handle calls professionally by attending PD Training's Professional Telephone Skills Training Course.

This Professional Telephone Skills Training course is designed to help you learn: the appropriate telephone voice and vocabulary, how to raise effective questions over the phone, the techniques to handle irate customers and clients, tips for handling a busy reception and other skills that will help you project a professional image while communicating on the phone.

This comprehensive course is now available in London, Birmingham, Leeds, Glasgow, Sheffield, Bradford, Edinburgh, Liverpool, Manchester and UK wide.

Please click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

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## PROFESSIONAL TELEPHONE SKILLS TRAINING COURSE OUTLINE

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### FOREWORD

This Telephone Skills Training course will provide your staff with the awareness and skills they need to handle phone calls professionally. This will ensure the positive image of your organisation is reinforced and strengthened with every conversation.

In today's business environment, telephone etiquette displayed in organisations is indicative of its willingness and ability to efficiently assist customers, both internal and external. The skills and the attitude projected over the telephone form a lasting impression in the minds of an organisation's customer, making it a critical customer 'touch point'.

Nowadays, virtual teams are the norm rather than the exception, and one of their primary channels of communication is the telephone. Hence, it is imperative for employees to have a good understanding of business telephone etiquette in order to aid efficient information exchange.

This **Professional Telephone Skills Training Program** aims at helping employees create a lasting impression in their customers' minds - one that shows the organisation reflected in the best light possible. It focuses on developing telephone etiquette and skills to deal with customers assertively, empathetically, with a sense of care and a positive attitude.

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### OUTCOMES

- ▶ Learn how to provide effective client service over the phone
- ▶ Project a professional image over the phone
- ▶ Master a professional, effective & reassuring telephone voice
- ▶ Gain client's trust using proven communication techniques
- ▶ Learn to question effectively over the phone
- ▶ Master proven techniques to manage irate customers professionally
- ▶ Learn tips for handling a busy reception
- ▶ Phrase more effectively for positive and clearer communication
- ▶ Establish the right words for unambiguous, positive & productive communication

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### MODULES

#### Lesson 1: Providing Effective Client Service

- ▶ Welcome
- ▶ The Ten Commandments of Good Business
- ▶ What Makes An Effective Client Communicator?
- ▶ The Seven Deadly Sins of Service
- ▶ Reflection

#### Lesson 2: Your Personality/Your Telephone Voice

- ▶ LDP Review – Communication Evolution Tool
- ▶ The Communication Model
- ▶ The ABCDE (Five Qualities) of a Good Telephone Voice
- ▶ Your Welcome – Should HAIL
- ▶ Voice Modulation – The 6 P's to Para verbal Communication
- ▶ Reflection

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### Lesson 3: Gaining Your Client's Trust

- ▶ You never get a second chance to make a good first impression
- ▶ Create a Positive First Impression:
- ▶ 4 Key Parts to your Phone Greeting
- ▶ Put Your Clients at Ease with Positive Language
- ▶ Show Urgency
- ▶ Getting to the Point Quickly - Saying Too Much
- ▶ Ending a Call Politely and Professionally
- ▶ Put it into Practice
- ▶ Reflection

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### Lesson 5: Effective Questioning

- ▶ WIIFM
- ▶ Good Questioning Techniques
- ▶ Ask yourself the following 5
- ▶ Open and Closed Questions
- ▶ Clarifying Questions
- ▶ Seek Satisfaction/Understanding
- ▶ Questions to Keep Control of the Call
- ▶ Arrange When You Will Call Them Back
- ▶ Reflection

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### Lesson 7: Prepare Yourself

- ▶ Planning Phone Calls
- ▶ Check Your Ringtone
- ▶ Transferring Calls
- ▶ Asking a Client to Hold
- ▶ Taking Messages
- ▶ Reflection

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### Lesson 9: Professional Voicemail Messages

- ▶ What to Include in a Voicemail Message?
- ▶ Customised Messages for Different Callers
- ▶ Closed Greeting
- ▶ Internal Greeting
- ▶ Practice, Practice, Practice
- ▶ Reflection

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### Lesson 4: Handling Barriers Over The Phone

- ▶ Managing the 5 Barriers
- ▶ Words That Must Never Be Used
- ▶ Reflection

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### Lesson 6: Irate Clients

- ▶ How to Deal with Angry Clients
- ▶ The Challenge of Angry Clients
- ▶ Do Not Allow Negative Emotions to Affect You
- ▶ High Emotion – Low Intelligence
- ▶ Use the HEAT to Defuse an Irate Client
- ▶ Reflection

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### Lesson 8: Reception Tips

- ▶ Serving Clients at the Reception: The Dos
- ▶ Serving Clients at the Reception: The Don'ts
- ▶ Reflection

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### Lesson 10: Reflections

- ▶ Create an Action Plan
- ▶ Accountability = Action

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## WEB LINKS

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- ▶ [View this course online](#)
- ▶ [In-house Training Instant Quote](#)