

Telephone Etiquette

“Control the phone and don't allow the phone to control you. Telephone etiquette helps you to communicate cleverly.” Oluwabunmi

One way that customers engage with employees in an organisation is through the telephone. How well employees handle telephone calls affects a company's reputation for service. Having an understanding of telephone etiquette therefore does make a big difference to your customers as well as profitability.

With our Telephone Etiquette workshop, participants will begin to see how important it is to develop better telephone communication skills. By improving how they communicate on the telephone and in general, participants will improve on almost every aspect of their career. Overall, the workshop will help employees to develop and master the techniques that will enhance the company's image.



Course Objectives and Content

KEY LEARNING OBJECTIVES

1. Communicate confidently and handle customer calls with courtesy, enthusiasm and friendly efficiency.
2. Handle calls in a structured way, project professionalism in words and voice and speak with clarity.
3. Manage difficult and aggressive callers and resolve problems successfully.
4. Ask the right questions, listen and deal with enquiries, messages and complaints effectively.

WHO IS THIS FOR?

This course is suited everyone especially customer service teams in any organisation!

COURSE CONTENT

1. Phone etiquette; phrasing, tone of voice, speaking clearly, listening to the caller.
2. Use proper phone language; please and thank you, emphasising what you can do, not what you can't.
3. Eliminate phone distractions; eating or drinking, multi-tasking, office distractions.
4. Inbound calls; avoid long greeting messages, introduce yourself, focus on their needs, be patient.
5. Outbound calls; be prepared, identify yourself, give reason for the call, keep caller information private.
6. Handling rude or angry callers; stay calm, listen to their needs, never interrupt, identify what you can do for them.
7. Handling inter-office calls; transferring calls, placing callers on hold, taking messages, ending the conversation.
8. Handling voicemail messages; answer important messages right away, deliver to the right person, when leaving a message for others.
9. Methods of training employees; group training, one-on-one training, peer training, job shadowing.
10. Correcting poor telephone etiquette; screening calls, employee evaluations, peer monitoring, customer surveys.

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