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## Effective Telephone Skills

**Course duration: One Day    Course ref: ETS19**

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### Overview

This workshop provides the fundamental skills required to be effective whilst using the telephone. Practical, participative, thought-provoking and fun, anyone who is involved in providing customer service can benefit.

### Who is it for?

**All staff who provide customer service over the telephone.**

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### Objectives

- How to create a professional image on the telephone
- Using telephone communication to your advantage and being aware of its limitations
- Controlling the call and gaining information
- Questioning and listening effectively
- Managing difficult situations assertively
- Cope with complaints professionally
- Work with internal clients and teams effectively
- How to remain calm and feel confident under pressure

### Course Overview

#### Effective communication skills

- Creating the right impression – establishing rapport
- The importance of call preparation

- Painting the 'right picture'
- Creating a positive image when placing customers on hold, and transferring calls
- Controlling and closing calls appropriately

### **Managing difficult situations**

- Understanding how we are judged
- Recognising different behaviour styles – passive, aggressive and assertive
- Assessing your level of assertiveness on the telephone
- Using questioning techniques for increased understanding
- Handling complaints positively and creatively

### **Techniques to remain calm and concise**

- Managing your emotional responses
- Dealing with difficult customers and remaining positive for the next caller
- Utilising techniques to minimise pressure

***Good Practice Training Bespoke Training for Business***