

Telephone Skills

Objectives

Feel confident and able to deal with any type of telephone calls, both internal and external.

Audience

This course is designed for **anyone needing to gain a good understanding of essential telephone skills.**

Duration

This is **one day Telephone Skills** course. The course starts at **09:30** and runs until **16:30**. **Alternate timings** can be arranged upon request. The course can be held on a **date that suits you.**

Location

Our **Telephone Skills** course can be run at **our training venue** near **Liverpool Street (London)** or any preferred location in the **UK or Europe.**

Telephone Skills Course Outline

Introduction

Understanding the importance
of telephone skills

Call Types

Incoming

Outgoing

Internal

Call Preparation

Essential items

Considerations

Incoming Calls

Courtesy and efficiency

The external customer

Difficult situations

Taking / passing messages

Follow ups

Providing the right information

Returning calls

Being assertive

Outgoing calls

Preparing the call

Speaking to the right person

Dealing with obstructions

Being assertive

Follow ups

Internal Calls

The internal customer

Dealing with colleagues

Getting it right

Speed and efficiency

Completing calls