

Effective Telephone Communication

Prerequisites: None

Schedule: Half-day Session

Telephone courtesy is good business. Many times customers form their first impression of a company based on the way an employee answers the telephone. Consequently, decisions are made and relationships are formed or not formed based to a large extent on the effectiveness of those telephone relationships. This half-day program is for persons who have frequent telephone contact with customers and fellow employees: call center employees, inside sales people, Administrative Assistants, receptionists, order clerks, customer service representatives and others for whom the telephone is an important and frequent work tool!

Course Objectives:

- Learn how to communicate effectively on the telephone
- Understand what telephone courtesy is and how to use it
- Do's and don'ts for answering the telephone
- Learn how to listen more effectively
- How to answer the telephone for someone else
- How to handle the irate caller
- Being professional on the telephone
- Learn when to provide more information for the customer