



Telephone Power[®]

Professional Development Seminar

LEARNING OUTCOMES

- UNDERSTAND WHAT CRITICAL TELEPHONE SERVICE EXPECTATIONS EACH OF YOUR CUSTOMERS HAS, AND HOW TO MEET AND EXCEED THEM
- INCREASE YOUR TELEPHONE SERVICE CREDIBILITY WITH CUSTOMERS— AND YOUR PERSONAL VALUE TO YOUR ORGANISATION
- APPRECIATE HOW TELE- SERVICE EFFORTS IMPACT ON YOUR REPUTATION
- UTILISE A RANGE OF “EMOTIONALLY INTELLIGENT” SKILLS WHEN DEALING WITH CUSTOMERS ON THE TELEPHONE



Within the first 5 seconds on the telephone your people establish your organisation's image with its customers. As each minute passes, your people either increase the customer's confidence...or weaken their view of your organisation. There is no question that telephone skills can make or break an organisation.

With so much communication conducted over the telephone, no successful organisation can afford to frustrate customers or lose potential new customers because of average or poor telephone service; but many do. With so many options available to them, if you don't get it right the first time and create that professional tele-experience, your callers might simply end up going elsewhere.

Delivering exceptional service and support on the telephone is vital to the success of any customer-focused organisation. The one-day **Telephone Power[®]** seminar shows each of your people the secrets and benefits of delivering truly outstanding telephone customer service in their industry.

After just one day, your staff will leave this program empowered with the skills and confidence to communicate on the telephone more effectively, listen with greater empathy, resolve misunderstanding and complaints faster and realise the true impact that their telephone service has in their working environment. Imagine what kind of ripple-effect that will have on your sales and profits!

During this highly interactive, results focused training session, we will combine informative discussions, group activities, and role-plays with powerful information, to help each of your participants practice and refine their telephone customer service skills.

Packed with practical exercises, eye-opening and relevant case studies, **Telephone Power[®]** is a must for everyone who interacts with customers on the telephone.

- ✓ Deliver better, faster telephone service and increase satisfaction.
- ✓ Know what each caller expects of you and your organisations.
- ✓ Increase your credibility on the telephone.
- ✓ Manage challenging callers or telephone situations more effectively .

Seminar Overview

What's Included

SESSION OUTLINE

(One-Day Program 8:30 – 5:00pm)

Module 1

- Why good telephone communication skills benefit your organisation
- How we create a professional image over the telephone
- Making a good first impression
- How to greet customers and callers
- The hidden attitudes that can be heard
- How to establish rapport
- Using positive language

Module 2

- The core components of telephone communication
- The keys to developing telephone etiquette
- How to screen each call without offending
- How to ask questions and take messages
- Using answering services and voice mail effectively

Module 3

- What is the purpose of the call?
- The 8 Step telephone process
- Listening and questioning skills that work
- Helping your callers identify their needs
- The keys to visual and verbal communication skills
- Using the power of your voice on the telephone

Module 4

- Dealing with workplace distractions
- Keeping your own work on track (while answering calls)
- Handling difficult customer telephone situations
- Identifying and understanding reasons for difficult communications
- Anticipating problems and finding solutions
- Managing and defusing stressful telephone encounters



EACH PARTICIPANT RECEIVES

Each participant receives a professionally produced, training manual and reference material. In addition, participants receive a password to online e-learning and reference material (where they can access audio coaching files, white papers, posters, and other training materials).

FREE eCOACHING FOR ALL PARTICIPANTS

To help participants implement all they have learnt at this powerful seminar, they'll also receive access to a 6 month e-Coaching program free!

This unique coaching program starts 14 days after the training.



At the comfort of their desk and at a time which suits them, participants enjoy these eCoaching sessions, as they reinforce all that has been learnt at this development program.

CERTIFICATE OF ACCOMPLISHMENT

Each participant also receives a customised "Certificate of Accomplishment", to be framed and displayed at their office or home.



CONTACTING US

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