

Syllabus

COURSE SPECIFICATIONS

DURATION

Training is given in one day (6 hours)

(The content and the duration of this session can be adapted for a personalized on-site training.)

TARGET AUDIENCE

All employees who are involved in telephone techniques.

DELIVERY METHOD :

Instructor-led, group-paced, classroom-delivery learning model with structured, hands-on activities

Follow-up available (Optional)

CERTIFICATION

Training Certificate

ACCREDITED BY EMPLOI-QUÉBEC

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Corporate Training

"Customer service" Series

Telephone Skills for Customer Care

DESCRIPTION

Telephone Skills for Customer Care will enable participants to better understand the messages and language that customers use; to understand how to identify and handle telephone calls. It will provide them with questioning techniques and improve their listening skills so that they will be better able to deal with customer complaints. It will give them a deeper understanding of how to deliver real quality customer service and how to retain customer loyalty.

OBJECTIVES

Allowing the participant to:

- To raise self awareness of professional telephone manners.
- To increase communication skills on the telephone

COURSE CONTENT

The Customer Service Steps

- Understanding Your Customer
- What is Important to Customers
- How to Keep Customers

Professional image

- Standard Telephone Techniques
- Telephone Etiquette
- Your attitude and emotions
- Managing ourselves
- Desire to serve

Fundamental telephone skills

- The telephone challenge
- Body Language over the Phone
- Communication Skills
- Questioning Skills
- Listening Skills
- Handling Difficult Calls

Elaborate personal action plan