

TELEPHONE COMMUNICATION SKILLS

Introduction

This highly successful programme is delivered using a unique training method – Phone Delivered Training™ (PDT™). See our delivery methods page.

Who will benefit: All phone workers, call & contact centre staff and help desk staff

Duration: A series of two-hour sessions

No. of delegates: Up to 6 delegates

Optional value-add services

- Pre and post training evaluation of customer service skills through call recording
- Phone coaching for each delegate between sessions encourages the delegates to practise skills and discuss problem areas
- Training Needs Analysis prior to design and delivery to establish exact requirements for maximum programme value

"Using 3C's innovative approach has cut our operational overheads and increased the efficiency of our call centre"

Peter Notton, Customer Services Manager,
Calor Gas

Programme content

- Being confident with callers
- The words and language we use
- Preparing for the call
- Building relationships
- How to close the call
- Handling difficult callers (frustrated, angry, impatient and upset callers)
- How to stop calls being escalated
- Taking it personally – how to cope with the stress
- Role-play scenarios (team specific)
- Listening skills
- How to say no when needed
- Team specific content

Benefits

Delegates will have:

- improved customer service levels
- reduced call escalations (taking ownership of the call)
- improved first time call resolution statistics
- increased motivation levels
- improved handling of difficult calls
- increased confidence levels
- practised skills using the phone training method – the medium in which they work



DELIVERY

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