



Title: Telephone Skills: Clear voice and sharp ear

Instructor: Bill Clarke

Length of Course: 1 full day

Description:

It takes more than a day to master the nuances of telephone conversation. We all think we are good; the best ones do three things well:

- 1) speak clearly and plan a potential voicemail
- 2) listen well to incoming calls for clarity
- 3) keep it short.

This course will review best practices of the various components in a phone conversation and give participants a chance to plan their calls and responses in simulated situations.

Program content:

- When to use the telephone and when NOT
- Four steps to a phone call
- Three attitudes to cling to
- Types of calls:
 - Outgoing business calls – Sales and marketing
 - Client updates
 - Other
 - Incoming – Customer Support
 - Information or action requested
- Use of other communication media

What You Will Learn:

- How to Listen and Question for maximum clarity?
- How to diffuse a potential conflict with pauses?
- How to decide your communication media?

Who Should Attend:

- Those with an open mind to improving your business communication, most particularly:
 - Team leaders trying to develop a better communication culture,
 - Customer relations professionals who can take skills back to their colleagues,
 - and
 - People who dislike the phone and want the smoothest ways to either success or avoidance!