

# Effective Telephone Skills

## About the Workshop

Phone etiquette is a highly valuable tool to have in an employee's skill-set, and our Telephone Etiquette workshop will help provide those skills. This course will help your participants improve their phone skills which will make them more confident, improve sales, and help gain new customers while retaining your current clientele. A more confident employee is also one that is happier, and happier employees will produce happier customers.

Through this workshop your participants will learn the skills to increase productivity and improve performance. This will produce a positive environment throughout your business and influence the organization as a whole. Recognizing the different skills used between inbound and outbound calls along with knowledge on how to deal with rude or angry callers makes this workshop a great investment.

## Workshop Objectives

By the end of this workshop, participants will be able to:

- Analyze the importance of a good telephone service
- Develop a positive attitude and interpersonal skills
- Greet Customers
- Satisfy Customer's needs effectively
- Handle challenging calls

## Target Audience

This course will appeal to a wide range of audiences and is intended for operators and any one dealing with customers over the phone.

# Topics Covered

- 1. Getting Started**
  - a. Self-Analysis
  - b. Housekeeping Items
  - c. Pre-Assignment Review
  - d. Workshop Objectives
  - e. The Parking Lot
  - f. Action Plan
- 2. Aspects of Phone Etiquette**
  - a. Phrasing
  - b. Tone of Voice
  - c. Speaking Clearly
  - d. Listen to the Caller
  - e. Case Study
  - f. Module Two: Review Questions
- 3. Using Proper Phone Language**
  - a. Please and Thank You
  - b. Do Not Use Slang
  - c. Avoid Using the Term “You”
  - d. Emphasize What You Can Do, Not What You Can’t
  - e. Case Study
  - f. Module Three: Review Questions
- 4. Eliminate Phone Distractions**
  - a. Avoid Eating or Drinking
  - b. Minimize Multi-Tasking
  - c. Remove Office Distractions
  - d. Do Not Let Others Interrupt
  - e. Case Study
  - f. Module Four: Review Questions
- 5. Inbound Calls**
  - a. Avoid Long Greeting Messages
  - b. Introduce Yourself
  - c. Focus on Their Needs
  - d. Be Patient
  - e. Case Study
  - f. Module Five: Review Questions
- 6. Outbound Calls**
  - a. Be Prepared
  - b. Identify Yourself and Your Company
  - c. Give Them the Reason for the Call

- d. Keep Caller Information Private
  - e. Case Study
  - f. Module Six: Review Questions
- 7. Handling Rude or Angry Callers**
- a. Stay Calm
  - b. Listen to the Needs
  
  - c. Never Interrupt
  - d. Identify What You Can Do For Them
  - e. Case Study
  - f. Module Seven: Review Questions
- 8. Handling Interoffice Calls**
- a. Transferring Calls
  - b. Placing Callers on Hold
  - c. Taking Messages
  - d. End the Conversation
  - e. Case Study
  - f. Module Eight: Review Questions
- 9. Handling Voicemail Messages**
- a. Ensure the Voice Mail Has a Proper Greeting
  - b. Answer Important Messages Right Away
  - c. Ensure Messages are Delivered to the Right Person
  - d. When Leaving A Message for Others...
  - e. Case Study
  - f. Module Nine: Review Questions
- 10. Methods of Training Employees**
- a. Group Training
  - b. One-on-One Training
  - c. Peer Training
  - d. Job Shadowing
  - e. Case Study
  - f. Module Ten: Review Questions
- 11. Correcting Poor Telephone Etiquette**
- a. Screening Calls
  - b. Employee Evaluations
  - c. Peer Monitoring
  - d. Customer Surveys
  - e. Case Study
  - f. Module Eleven: Review Questions
- 12. Wrapping Up**
- a. Words From The Wise
  - b. Review Of The Parking Lot
  - c. Lessons Learned

- d. Recommended Reading
- e. Completion Of Action Plans And Evaluations

## Methodology

- Learning Concepts/Presentations
- Group Activities and Discussions
- Tips and Tools
- Individual and Team Exercises
- Role Plays/Case Studies
- Educational Videos
- Action Plan to ensure Application of the Learning

**Duration:** 6 hours