



Telephone Skills Training

Many business owners and organisations have gained a liking on this training session. It's because, through it, phone operators are transformed into well-rounded telephone agents. With the help of this training module, your team will immediately witness a great improvement. If the telephone is an integral part of your business, you must utilise it to teach your employees proper telephone etiquette, good vocal tonality, the best way to build rapport to your future clients.

Aside from that, this module will also provide a comprehensive guide and useful tips on how one can use his or her vocal tone properly. Through this, participants will be able to speak fluently and clearly while on the phone with his clients.

In addition, we also talk about methods and strategies on possible appropriate questions participants can ask clients to make their conversations more engaging and not just sound like a pure marketing pitch. This training module will also teach participants how to search for information from customers without difficulty.

Course Overview

You will spend the first part of the session getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

This workshop will help teach participants how to:

- Identify telephone etiquettes.
- Develop confidence
- Build rapport with clients
- Improve communication skills.

Providing Effective Client Service

To begin the workshop, participants will be introduced to the ten commandments of good business and seven deadly sins of service. They will also be introduced with the ways to become a good communicator.

Your Personality/Your Telephone Voice

During this session, participants will learn about the communication evolution tool, communication model, and other telephone relevant factors.

Gaining Your Client's Trust

In this session, participants will know how to leave a positive impression to their client.

Handling Barriers Over The Phone

In this session, the participants will learn how to manage five barriers, and words that must be avoided.

Effective Questioning

This session will learn the different questioning techniques that will lead to effective communication.

Irate Clients

This session will focus on how to deal with difficult clients and stay positive despite the challenge.

Prepare Yourself

This session will teach participants on what to prepare when taking telephone calls.

Workshop Wrap-Up

At the end of the day, students will have an opportunity to ask questions and fill out an action plan.

Visit <https://paramountraining.com.au> for more information or call 1300 810 725