

Professional Call Handling

A vital foundation course for contact centre agents.

This short course will help develop exemplary telephone manner and skills – allowing you to project a courteous and professional image.

It will help delegates structure and control their telephone interactions. It will allow them to build rapport and satisfy customers demands for a structured and professional interaction.

This course will help your whole team excel as true service professionals!

Course Objectives

By attending, delegates will be able to:

- ✓ Define best practice in telephone call handling
- ✓ Structure and effectively control a customer service interaction
- ✓ Use techniques for establishing effective rapport with customers
- ✓ Use a range of voice techniques to give a buoyant and professional impression
- ✓ Glean information from customers using structured questioning techniques
- ✓ Use techniques for dealing empathetically with customers

Target Audience

Call centre and contact centre agents.

Duration

1 day

Content

- Communication and telephone skills
- Telephone interaction – perils & pitfalls
- Defining superior call-handling
- The four key voice dynamics
- The art of rapport building
- Successful questioning and listening
- Opening and closing the call
- Controlling the interaction
- Responding to the customer's emotions
- Managing customer expectations

Learning Methods

A mixture of trainer's input, discussion and practical exercises makes this a lively and motivational workshop.

Small group sizes ensures personal attention that helps each delegates develop to the full.

Delegates develop their customer handling skills through a series of stimulating and enjoyable telephone practice sessions.

Delegates are encouraged to produce personal action plans to ensure that new skills are actively transferred to the workplace.

**Best Practice
Training & Development Ltd**

t + 44 (0)1923 225225

f + 44 (0)1923 224100

info@bestpractice.uk.com

www.bestpractice.uk.com