



Telephone Skills for Excellent Customer Service

can be run as a ½ day or full day course

Effective customer service is so important to the success of any business and when this is purely over the telephone rather than a face-to-face interaction it has to be right. This course looks at how to come across well on the telephone and how to deal with all types of calls; the good, the bad and the ugly, in a professional manner.

Where it is required, then one of the outcomes of the course can be an agreed telephone policy for the company if there is not already one in place.

Another addition (at an extra charge) is for us to conduct mystery shopping and gather customer feedback in advance of the course to add this in and learn from it.

Style of delivery

This course uses past experiences to help create a new telephone policy to support the team in handling both the good, and the not so good types of calls they receive daily.

The course is for anyone involved in regular telephone calls, whether inbound or outbound. It is a highly interactive course, with lots of discussion, and the opportunity to share ideas and experiences and work through a few scenarios together.

The course is delivered by member of the Gateway HR Training team who has worked in customer service environments and designed and delivered training in this area for businesses small and large, and is always adapted to the required style appropriately.

Content

- Barriers to communication
- Customer service – more difficult on the telephone!
- Listening skills
- Body language - facial expressions, tone and pitch of voice, pace of voice, quiet mind
- Dealing with difficult customers (having “courageous conversations”)
- Use of direct questions – when and how
- Turning negative words to positives – avoidance of negative perceptions
- What you can and can’t say / should or shouldn’t say
- Case study and practice!

What others have said about this course

“Jen is a clear and easy to understand teacher who knows how to help both new and experienced employees in the customer service industry.” Hi-Spec, Customer Service Team Member

“We have been working with Gateway for over two years now and most recently to deliver some training as part of our staff development programmes. The feedback received from staff attending the training is always hugely positive and they find the material both relevant and engaging. Gateway’s service is always professional, friendly and (most importantly for us) flexible, to deal with the changing needs of our business. We look forward to continuing to work with Gateway in the future.” Andrey Ashwell, HR Manager

**To find out more or to book this course for your team, call us on
01536 215240 or email emma@gatewayhr.com**