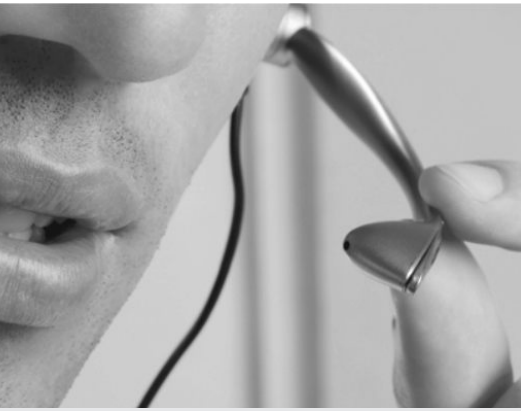


Telephone Skills

The workshop is aimed at any person who will benefit from acquiring skills in effective telephone skills. The programme is designed in such a way that delegates will receive knowledge, skills and work with attitude when communicating on the phone.



COURSE DURATION: 1 DAY



About the course

SETQAA Accreditation
Services SETA - Decision Number 2072
NQF Level: 5
Credits: 4

Target Audience

The target audience would typically consist of administrative personnel, secretarial staff, frontline employees call centre agents, service desk agents and supervisors and any person interested in applying effective telephone skills

Training Methodology

The training approach for the telephone skills course is very interactive. It allows participants to learn a preferred style and technique required to for professional delivery. Organisational examples are used as well as role plays and simulation activities during the training process.

Course Outline

This 1 day course will cover the following modules:

Module 1: First impressions and the telephone attitude:

- Adopting a “can do” attitude
- Putting a smile on your voice
- The art of courtesy
- Being understandable
- Working with your tone of voice
- Establishing the right rate of speech

Module 2: Effective telephone communication:

- Answering the phone
- Getting the information you need
- Questioning techniques
- Transferring calls
- Holding calls
- Giving and taking messages
- Using voice message systems
- Active listening techniques
- Communication inputs and outputs
- Matching your customers communication style

Bookings and Enquiries

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