

Telephone Techniques that Win Customers

2 Day Telephone Skills Workshop

“Learn how to communicate effectively even without face-to-face!”

Course Description

To be an effective telemarketers, a call center agent, a receptionist or an office administrator your voice is the most important factor to determine your success of your exchange. Therefore it is utmost important that you use the right tone, vocabulary and language when you are on the phone.

Talking on the phone is more challenging than having a conversation face-to-face. When you are talking on the phone you are unable to see the person expression or reaction they have in you.

As you are the first person in contact with the customer it is therefore important for you to have the proper skill on how to communicate effectively on the telephone.

Course Outcomes

Upon completion of this program, the participants will be able to:

- Develop passion in creating a positive impression on the telephone
- Acquire the telephone skills in winning callers' confidence and trust
- Project a positive and professional image through the telephone
- Take message accurately
- Connect with both internal and external customers effectively through the telephone

Target Audience

All levels with the need to improve telephone skills.

SIEGER TRAINING CONSULTANTS (P) LIMITED

Plot No: 106, Bharathiyar St – Chellappa St Junction, Visalakshi Nagar, Santhosapuram, Chennai – 600073. Tamil Nadu, INDIA.

Ph: +91 44 22781335, +91 44 42837167, HP: +91 9500120969, +91 9500129901, +9840097567, +91 9840059445

Email: training@siegergroups.com | Visit us at: www.siegergroups.com

Telephone Techniques that Win Customers

2 Day Telephone Skills Workshop

Course Content

1. Knowing The Need To Create That Positive Impression On The Telephone

- Knowing the Importance of Your Role
- The Impact Of Client's Expectation
- Telephone Skills As Important Customer Service Performance

2. Avoiding The Danger Of Triggering Negative Experience On The Telephone

- No One At Home Image
- Computer Voice Mail
- Singing Secretary
- Busy Executive

3. Attitude Is Everything : X-Factor To Business Success

- Service Oriented
- Empathy
- Listening

4. Essential Telephone Etiquette

- The Magic Of Smile On The Phone
- Power of Warm & Positive Greetings
- Winning and Positive Words
- Positive Verbal Nods
- Showing Appreciation

5. 10 Telephone Basics – A Must Have Ability

Telephone Techniques that Win Customers

2 Day Telephone Skills Workshop

6. Building Trust Through Good Telephone Techniques

- Incoming Calls
- Answering techniques
- Taking messages
- Transferring calls
- Putting calls on hold
- Outgoing Calls
- Projecting A Professional Image
- Handling Difficult Callers
- (Telephone Scripts of I & II will be provided in training)

7. Using Voice Inflection : Controlling Your Call

- Energy & Stamina
- Rate of Speech
- Pitch
- Volume
- Clarity
- Tonality

8. Lip Service: 1st Class Customer Service

- Treating that call a “performance”
- Reinforcing 1st impression
- Making that statement “How may I help you?” an offer to serve

9. Discussion

Methodology

Full participation is compulsory in this energized and fun filled training. Individual, team activities and role plays are included.

SIEGER TRAINING CONSULTANTS (P) LIMITED

Plot No: 106, Bharathiyar St – Chellappa St Junction, Visalakshi Nagar, Santhosapuram, Chennai – 600073. Tamil Nadu, INDIA.

Ph: +91 44 22781335, +91 44 42837167, HP: +91 9500120969, +91 9500129901, +9840097567, +91 9840059445

Email: training@siegergroups.com | Visit us at: www.siegergroups.com

Telephone Techniques that Win Customers

2 Day Telephone Skills Workshop

Other Details:

- Payment to be made within 15 days from the date of the invoice.
- All payments must be made by cheque/online transfer etc., drawn in favour of Sieger Training Consultants Pvt. Ltd. Sieger will charge on INR basis only.
- Overseas clients will have to take care of all the training materials directly as briefed by Sieger Training. However, Sieger can procure some (which can be transited) not all, on behalf of the client but any additional charges for custom clearance has to be taken care by client only.
- Facilitators Travel & Food have to be taken care by the client
- Clients will have to arrange LCD, Speakers, Mike on their own.
- Cancellation of confirmed programmes shall be intimated one week in advance else 50% of the total charges shall be applicable.
- Client will recognize the intellectual property rights of Sieger Training and such materials are not to be copied without prior written approval of Sieger Training.
- Take all responsible steps to hold all Sieger Training copyrighted materials confidential to Client.
- Guarantee that no training will be conducted using Sieger Training concepts or material is carried out for employees of Client and Client shall not use Sieger Trainer's without the knowledge of Sieger Training Consultants (P) Limited.
- Ensure that any materials of Sieger Training supplied to internal employee(s) are retained by Client and or returned to Sieger Training in the event that the employee(s) ceases to be employed by the company;
- Ensure that no substantive modification of course design or content occurs without the prior written permission of Sieger Training, which shall not be withheld unreasonably;
- Treat this agreement as confidential and not divulge its contents to third parties;
- Inform Sieger Training of any internal procedures for the payment of invoices.

Follow us on



Let's Stay In Touch [Click Here To Subscribe](#) SIEGER TRAINING INDIA Workshop Updates

Copyright (C) 2015, Sieger Training Consultants (P) Limited, All Rights Reserved.

SIEGER TRAINING CONSULTANTS (P) LIMITED

Plot No: 106, Bharathiyar St – Chellappa St Junction, Visalakshi Nagar, Santhosapuram, Chennai – 600073. Tamil Nadu, INDIA.

Ph: +91 44 22781335, +91 44 42837167, HP: +91 9500120969, +91 9500129901, +9840097567, +91 9840059445

Email: training@siegergroups.com | Visit us at: www.siegergroups.com