



Telephone Skills Training

The ability to communicate in a prompt, friendly and professional manner on the telephone is essential to creating the right impression and getting your message across.

This effective telephone skills training course will enable delegates to develop, or refresh, the techniques and skills required to make and take calls effectively.

They will learn and practice methods for giving and receiving information logically and clearly, building rapport and dealing with difficult callers.

Who should attend?

All staff who need to communicate in a confident, efficient and friendly manner on the telephone. It is ideal for those who have frequent contact with customers and is suited to those on switchboard or reception, in customer service, call centres and help desks and those in a team secretarial role.

Aksaa can work with you to design and deliver training programmes which are tailor-made to your requirements.

The fee is £150 plus VAT per delegate or £1500 plus VAT plus expenses, for up to 20 delegates for an in-house course.



Course objective

By the end of the course, participants will be able to:

- Create the right impression of yourself and your company and present an image of total customer care.
- Communicate confidently and handle customer calls in a friendly manner with courtesy, enthusiasm and efficiency.
- Handle calls in a structured way, project professionalism in words and voice and speak with clarity.
- Manage difficult and aggressive customers and resolve problems successfully.
- Ask the right questions, listen and deal with enquiries, messages and complaints effectively.
- Close calls by summarising outcomes and agreed actions with the caller and by recording details.

To find out about our other courses, please check out our website: www.aksaa.co.uk or contact our offices on 01924 466117