

Tele – Service

Effective Telephone Techniques Program

IN TODAY'S INFORMATION AGE, POWER NO LONGER COMES FROM A BARREL OF MONEY – IT IS THE ABILITY TO COMMUNICATE THAT CREATES POWER.

- Unknown

World Class organizations understand that the telephone is their invisible reception desk and first contact point. Pertinent information travels through the phone lines of an organization, which makes it a very important, and effective communication tool. It is monumental that the RIGHT MESSAGE be sent to the RIGHT PERSON in the RIGHT MANNER at the RIGHT TIME. The conversation with the caller will either improve operations or slow it down. Apart from the quality of communication, the telephonist creates an invaluable impression to existing and potential customers and hence, it is doubly important that the person handling the phone acquire exceptional telephone techniques to build favorable impressions for his/her organization. One never gets a second chance to make a first impression.

Program Description



Tele - Service is all about developing personnel with a set of telephone handling skills in order to function with self-confidence, professionalism, pride and a sense of purpose over the phone. Participants will be trained on handling various telephone interface scenarios to ensure customer satisfaction. They will sharpen their listening and questioning skills, stay composed when dealing with difficult situations and various personalities and handle requests and complaints quickly but professionally.

Targeted Competency	Program Objectives
Customer Service Orientation	<ul style="list-style-type: none">To understand their role as ambassadors of the organization in facilitating customer relations.To handle calls correctly by using the right greeting, closing, listening and questioning skills.Develop good telephone etiquette when holding and transferring calls.To learn methods of handling difficult callers and stressful situations.Apply proper communication techniques to relay accurate messages and information over the phone by focusing on the listeners understanding.
Self Confidence	
Information Seeking	
Impact and Influence	
Interpersonal Understanding	
Relationship Building	
Self Control	
Creative Thinking	

Duration 2 Days (In Malay or English)

Designed For Call Centre, Front Counter, Receptionist, Clerical Staff and anyone who deals with customers over the phone.

Participants A maximum of 20 participants.

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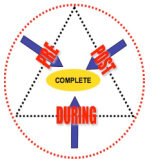
Content

The program content includes the following:

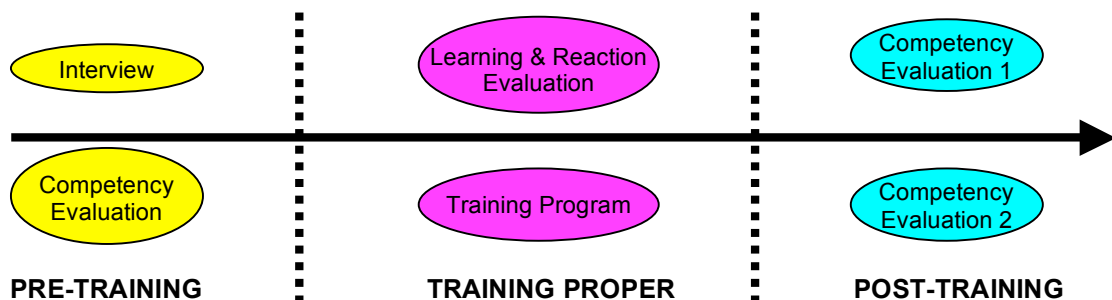
- Your role and first impressions
 - The greeting
 - Holding
 - Transferring
 - Closing
- Being professional
 - Call control
 - Product knowledge
 - Team support
 - Empathetic response
 - Call ownership
 - Personal commitment
- Developing the telephone ear
 - Emotional listening
 - Intellectual listening
 - Identifying needs through quality questioning
- Handling complaints over the phone
 - Managing information
 - Controlling emotions
 - Managing difficult situations and customers
 - Tailored responses
- Performing your job under pressure
 - Reacting vs Responding
 - Value and attitude alignment
 - Action plan for self improvement

Methodology

The program involves short interactive lectures coupled with a series of indoor activities, role-plays on customer handling techniques, complaint solving methods and emotional control strategies. Participants will also go through practical work simulations, script creation and subsequent group discussions and presentations to accelerate learning and competency development. The complete training process is described in the diagram below:



The COMPLETE Training Process*



**A full description of the COMPLETE Training Process and other inquiries about this program will be made available upon request.*