



PROFESSIONAL TELEPHONE TECHNIQUES

Have you ever had a terrible experience calling a service provider? What were your impressions of the staff and the organisation? Needless to say, it will almost certainly not make it into your top 10 must-call list. In fact, given a choice, your preference will probably be to call other service providers instead.

Yet, despite having a multitude of channels to connect with an organisation, many individuals continue to call in for enquiries or assistance. The reason is that one can likely get personalised attention this way.

The "Professional Telephone Techniques" programme is designed to impart core competencies to every employee who engages with others over the phone. During the programme, employees will learn how to deliver the best experience by handling the needs of the customer with finesse and professionalism.

They will be equipped with a catalogue of phrases for every scenario and learn how to handle difficult customers. Participants will also learn how to modulate their voices to influence the outcome of every call positively.



PROGRAMME HIGHLIGHTS

- Fun with Voice
- Telephone Skills
- Handling Difficult Callers



TARGET AUDIENCE

- Call Agents
- Office Staff
- Telemarketers



METHODOLOGY

- Group Discussions & Reflection
- Interactive Learning
- Hands-on Application



DURATION

1 Day

LEARNING OUTCOMES

- Appreciate the fundamentals of providing superior service over the phone.
- Master communication and telephone skills to delight customers.
- Discover the right phrase and tone to create the right phone experience.
- Learn how to handle difficult customers.
- Practise how to project confidence and positivity during the call.

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