



Course Syllabus

Telephone Techniques

This course is aimed at anyone who uses a telephone as part of their daily activities and wish to improve their skills.

The aim of this course is to improve telephone techniques of staff that use the telephone as part of their daily activity.

By the end of the session candidates will be able to:

- Identify barriers to communication
- Identify the importance of "first contact" i.e. you are the voice of the company
- Communicate effectively with both internal and external customers
- Direct customers to the right person based on information collected i.e. company, name of person calling, telephone number, subject
- Act as a gatekeeper and deflect unwanted calls
- Listen to the customer in order to identify the correct action to take
- Identify the effect that body language has on your technique and the effect it has on the other person
- Engage in active listening techniques

A certificate of attendance will be awarded to all candidates who successfully complete the course.

Next Step?

Contact our Learning & Development team at Aspen Wolf Ltd on 0191 581 1000 to discuss your specific training needs.