



# Telephone Techniques

Course ISI-1171      One Day      Instructor-led, Workshop

This workshop will go far in helping you develop the basic skills you need to be an effective professional person on the telephone. This course is appropriate for new employees in a telephone-based customer service role in any industry or current employees in this role in need of developing these skills.

Through this workshop participants will learn the skills to increase productivity and improve performance. This will produce a positive environment throughout your business and influence the organization as a whole.. Recognizing the different skills used between inbound and outbound calls along with knowledge on how to deal with rude or angry callers makes this workshop a great investment.

## Course Objectives

- Students will practice skills and apply principles for providing customer service remotely, via the telephone.
- Secure and maintain customer loyalty
- Develop and improve business relationships
- Increase profits
- Save time and money

## Course Outline

### Module 1: Aspects of Phone Etiquette

- Phrasing
- Tone of Voice
- Speaking Clearly
- Listen to the Caller

### Module 2: Using Proper Phone Language

- Please and Thank You
- Do Not Use Slang
- Avoid Using the Term “You”
- Emphasize What You Can Do, Not What You Can’t

### Module 3: Eliminate Phone Distractions

- Avoid Eating or Drinking
- Minimize Multi-Tasking
- Remove Office Distractions
- Do Not Let Others Interrupt

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## **Module 4: Inbound Calls**

- Avoid Long Greeting Messages
- Introduce Yourself
- Focus on Their Needs
- Be Patient

## **Module 5: Outbound Calls**

- Be Prepared
- Identify Yourself and Your Company
- Give Them the Reason for the Call
- Keep Caller Information Private

## **Module 6: Handling Rude or Angry Callers**

- Stay Calm
- Listen to the Needs
- Never Interrupt
- Identify What You Can Do For Them

## **Module 7: Handling Interoffice Calls**

- Transferring Calls
- Placing Callers on Hold
- Taking Messages
- End the Conversation

## **Module 8: Handling Voicemail Messages**

- Ensure the Voice Mail Has a Proper Greeting
- Answer Important Messages Right Away
- Ensure Messages are Delivered to the Right Person
- When Leaving A Message for Others...

## **Module 9: Methods of Training Employees**

- Group Training
- One-on-One Training
- Peer Training
- Job Shadowing

## **Module 10: Correcting Poor Telephone Etiquette**

- Screening Calls
- Employee Evaluations
- Peer Monitoring
- Customer Surveys

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