



PST TRAINING (PTY) LTD

PST Training (Pty) Ltd

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Telephone Skills & Etiquette

Overview

The telephone is a vital tool of communication between a company and a client. The course objective is to develop practical telephone skills and to improve communication. Properly used - the phone is a friend, badly used - it becomes the enemy!

Objectives

- Understand the importance of telephone conversation
- Use effective call greetings as a caller and a receiver
- Project the company in a positive manner
- Use appropriate language during telephone conversations
- Speak with an effective telephone voice
- Take clear & concise messages
- Manage difficult calls

Course Prerequisite

None

Language of Delivery

English

Delivery Methods

Course is facilitated by a competent subject matter trainer, who utilises a combination of the following techniques to ensure that the session is practical and experiential: Discussion; Role Play; Exercises & Case Studies; Videos/DVD's; Games, Slide Shows & Written Questions.

Who should attend?

Everyone who deals with customers on a telephone: Frontline, Switchboard, Call Centre, Client Services, Debtors, Creditors, all Departments.

Course Outline

This course consists of the following 3 modules

Module 1	Employ effective Telephone Etiquette; First Impressions; Number of Rings; Characteristics that come across the Phone; The Importance of Communication; The Communication Process; Vocal Quality; Adjust Own Tone, Pitch and Volume; What to Avoid; Posture; How to Listen on the Phone; Listening and Responding; Barriers to Effective Communication; Discretion and Confidentiality.
Module 2	Processing Incoming Calls; Receiving a call; Telephone as a Time Waster; Correct Greeting Style; Putting a Call on Hold; Processing Outgoing Calls; Making a call; Cost-saving Tips; Take a Message / Note the Details; Screening a Call (Asking Questions); Transferring a Call; When a Caller has been misdirected; Explain Whereabouts; Voicemail; Cell Phone Etiquette.
Module 3	Understand Customer Service; Telephone Do's; Speaker Phone Etiquette; Telephone Don'ts; Forbidden Phrases on the Phone; How to Deal with a Complaint; How to Deal with an Irate Caller; Protect the Image of the Company; Phonetic Alphabet; How to End Calls; Responding to Emergency Calls.

Additional Information

Duration	1 Day	
Includes	<ul style="list-style-type: none"> • Comprehensive Manual • Lunch & Refreshments (not applicable to on-site training) • Electronic Certificate (on successful completion of the course) 	<ul style="list-style-type: none"> • Electronic Trainer Feedback Report • Electronic Delegate Feedback Questionnaire