

# Rhema Skills Development Courses

**Course Title:** Effective Telephone Techniques

**Duration:** One Day

## Course Objectives:

As a result of this course you will be able to:

- Understand the importance of your role within your organisation
- Identify the advantages/disadvantages of using the telephone
- Have greater self confidence when using the telephone in your job role
- Develop interpersonal skills to communicate effectively with customers and others
- Be able to control calls and gather appropriate information
- Deal with difficult customers and complaints in a professional manner

## Course Content:

- The advantages and disadvantages of using the telephone
- The importance of attitude, drive and confidence
- Making your voice work for you
- Questioning techniques
- Effective listening skills
- Planning telephone calls
- Call handling techniques
- Dealing with difficult customers and complaints