



# Telephone Techniques That Work

*A training course designed to enhance telephone  
Skills to maintain customer relationships*

**Telephone Techniques That Work** is a half-day course for up to 15 participants . It's designed to help your agents improve their basic telephone communication skills. The value to your company is improved customer satisfaction.

Upon completion of the course, participants will be able to:

## Learning Objectives

- Follow a 4-step model for a consistent call opening
- Follow a 4-step model for putting calls on hold
- Use a 4-step model for transferring calls
- Conclude calls so the relationship is extended with the customer
- Differentiate between words and tone that enhance versus detract from a professional telephone interaction with the customer
- Apply professional words and tone in their telephone conversations.

## Follow Through

Following the course delivery, your trainer will monitor and coach your reps to assure they are using the newly learned skills. We can also conduct a session with your Supervisors to teach them how to coach these highly successful techniques.

## **BENEFITS** of "*Telephone Techniques That Work*"

- Create and maintain positive customer experiences.
- Implement consistent telephone procedures.
- Implement skills models that simplify quality monitoring.