

PROFESSIONAL TELEPHONE SKILLS TRAINING

A practical training by Adviesbureau InTop



As someone who utilizes the telephone as a primary source of business transactions, you are on the front lines and in the most important position within your organization; your telephone skills can make or break your company. Our telephone skills training can help you overcome the challenge of becoming an effective representative of your organization. It is essential to understand, not just which techniques can be used, but the advantages and disadvantages of communicating by telephone.

PROGRAM

Some of the topics:

- * Introduction and course overview
- * First impressions
- * Communication
- * Telephone Skills
- * The factors of the voice
- * Handling an incoming call
- * Taking accurate messages
- * Questioning techniques
- * Listening skills
- * Telephone Work – Standard Monitoring Checklist
- * Assertiveness
- * Tips for building trust
- * Dealing with irate people

Course material

Participants receive a binder compiled specifically for this course by Adviesbureau InTop N.V.

Certificate requirement

Participants who are present during the whole training will be awarded a certificate from **Adviesbureau InTop Bedrijfsopleiding & Training**.

FOR WHOM

Sales professionals, receptionists, secretaries, customer service professionals and anyone who communicates with customers over the telephone will benefit from this course.

Time & Duration

The course consists of 4 sessions of 2½ hours.

Costs

Please contact us, so we can prepare an attractive offer for all your training needs!

PAYMENT PLANS ARE AVAILABLE

***Training for today's
office business skills.....***

