



# Professional Personal Development Training

**Free Choices**

## Telephone | Support Line Skills

Have you ever made a call to a company where you have been?

- Kept hanging on the line
- Passed from pillar to post only to eventually be given no or inaccurate information
- Passed to the wrong person or department
- Greeted by someone who is impatient, cold, unfriendly, rude, vague, distracted, uninformed or sounds bored
- Greeted by someone who it feels does not care and finds it a struggle to assist you
- Treated in a way that seems disrespectful

Such telephone interactions can leave people feeling upset, frustrated, angry or let down. This is not necessarily because the caller's needs were not met, but rather due to the quality of the call and the way it was handled. These experiences fail to make a professional, caring or competent impression, leading to client complaints, loss of clients and possible damage to the business's reputation

## Training Key Client Telephone Skills

**Well trained and skilled Telephone and Hotline Staff are able to engage in 7 Key ways:**

1. Interact in a highly professional, competent and empathic manner
2. Facilitate others to express their thoughts and feelings
3. Fully able to assess, understand and respond to the client's perspective and needs

4. Build rapport and trust
5. Constructively engage and effectively communicate
6. Are reliable and generate a sense of security
7. Respond in a respectful and courteous manner

## Programme Content

This training works with participants to develop a highly professional approach, which will enable them to: -

- ✓ Utilise effective use of language
- ✓ Develop empathic listening skills, enabling clients to feel heard and understood
- ✓ Establish clear problem-solving strategies
- ✓ Build constructive communication skills
- ✓ Develop ways to establish rapport, trust and security
- ✓ Establish ways to create connection and commitment
- ✓ Feel motivated and positively engaged
- ✓ Support highly emotional clients or clients at risk
- ✓ Develop strategies in responding to and managing complaints
- ✓ Deal with angry | aggressive clients
- ✓ Understand and implement confidentiality

## Delivery of the Training

Training will be interactive and experiential. This is in order, to promote engagement, motivation and significant learning or change. Focus will be on developing participant's awareness, as well as, the daily practical application of the knowledge and skills learnt.

Contact us to find out more about our training programmes