

Exceptional Telephone Skills You Can't Afford To Ignore



OVERVIEW

The telephone is still one of the most frequently used communication tools in business today. On an average day over 500 million telephone calls are transacted. Businesses project their images and reputation each time the phone rings. *Yet a recent survey finds that 85% of all business calls are mishandled!* Improper handling of your callers can be costing your organization greatly.

The way that you use the telephone will impact how customers and co-workers feel about the quality of service that your organization provides. Positive customer feelings translate into organizational profits, how people feel about their work environment, and how you feel about yourself and your work. The bottom line- the way you use or abuse the telephone is critically important to you and your organization.

LEARNING OBJECTIVES

- Understand how the telephone impacts impressions of you and your organization.
- Improve the quality of service to internal and external customers.
- Learn techniques and develop skills that increase personal effectiveness on the job.
- Analyze and effectively handle difficult customer situations.
- Develop a plan of action to implement new skills learned.

TYPICAL TIME INVESTMENT

Time commitment varies. The following outline is for the 12 hour program. This program may be conducted in 4, 8, or 12 hour sessions. Lisa Jean will customize based on your organizational needs.

Learning Outline

1. Customer Service And The Telephone
 - A. Exceptional Service Pays
 1. Creating Loyalty
 2. The Cold Hard Facts Involved
 - B. Telephone Challenges

2. Creating A Positive Impression With The Caller
 - A. The First Moments Of “Magic”
 1. 22 Techniques For Creating A Positive Impression
 2. Qualities Of A Great Telephone Voice

3. Back To “The Basics”
 - A. Effective Greetings And Closings
 1. Answering Efficiently
 2. Taking A Message
 - B. Knowing What To Say
 1. Difficult Circumstances
 2. Screening Calls

4. Forbidden Words And Phrases

5. Common Sense Guidelines That Aren’t So Common
 - A. Putting Your Customer On Hold
 - B. Tips For Transferring

6. Staying In Control Of The Conversation
 - A. Dealing With Long-Winded Callers
 - B. Handling Indecisive Callers
 - C. Tips For Complaining Callers



7. Telephone Technology – Has High Tech Replaced High Touch?!

- A. Voice Mail
- B. Conference Calls
- C. Caller Alert And Call Waiting

8. Exceptional Interpersonal Skills

- A. Proactively Listening

9. Angry Or Upset Callers

- A. What Trips The Switch?
- B. Using The “Right Brain” Right
- C. The Ten Steps For Moving Forward

10. Other Concerns

- A. Foul Language
- B. When You Have To Say “No”
- C. Personal Phone Calls

11. The Personal Side

- A. Managing Telephone Stress
- B. The Attitude Edge

ATTENDEES COMMENTS ABOUT THIS TRAINING



“Awesome! Very enthusiastic about what you do. When we were told that we had to go to phone training – the subject sounds so boring. Lisa Jean you put so much energy into this and it was great!”

Kim Linster – Maracom



“She was wonderful and very informative. I wanted to learn more. I would like to see it a little longer I enjoyed it so much.”

Vickie Thompson – Heritage Bank



“Excellent and vibrant in communicating the purpose of this course. Lisa Jean did a wonderful job sharing information and statistics about today’s workplace.”

Julie Kurtzbein – West Central Chemicals

Exceptional Telephone Skills



“Wonderful job! I learned a lot of information to use on a daily basis.”

Sandy Peterson – Molenaar Inc.



“Everyone who conducts themselves on the phone in some manner should attend this class. Lisa Jean is well versed in the area. She speaks well and gets her point across clearly.”

Dave Mathies – Wilson Tool



“ This is great information for new employees and a great refresher for all others. I liked the real life experiences of yours and other companies.”

Pam Harris – Weigh-Tronix



“Very enjoyable. The title of the training session didn’t capture my interest. In fact, I thought it would be boring. I was pleasantly surprised and had a good time.”

Rebecca Hardel – Liberty Check



“This training was interesting, it kept my attention. It was well worth the time.”

Nancy Baker - Maracom

A brief listing of organizations that have participated in all or portions of this exceptional program:

City of Saint Paul	Hennepin Technical College	3M
Hennepin County	Normandale Community College	Bedford Industries
Ramsey County	Hutchinson Newspaper	Sathers
Anoka County	West Central Daily Tribune	Sebrite
Carver County	Maracom	Molenaar Inc.
Dakota County	Steffl Well Drilling	Viking Drill
West Central Co-Op	First National Financial Services	West Central Chemical
State Farm Insurance	Christiansen Accounting	Liberty Check
Saint Paul College	Wilson Tool Inc.	Weightronix
Ridgewater College	US Link	Heritage Bank
Workforce Development Centers (Minnesota)	Hutchinson Chamber of Commerce	Woodland Centers
Minnesota Higher Education Services Office	Minnesota State Retirement System	

Numerous other business and industries that attended one day public seminars.



Authorized Exceptional Telephone Skills Facilitator
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