



**THE
ENTERPRISE
CENTRE**

Professional Telephone Skills

ENT1540

(1 Day)

Objective:

In today's competitive world, it is important that we make a positive impression at every opportunity and this is especially true for the clients we contact by phone. Our telephone courtesy must be polished, professional and yet friendly. "Professional Telephone Skills: How to Keep Them Calling Back" focuses on giving us the kinds of practical, business telephone skills needed to increase the positive results we get from every call we make and receive.

Participants will be able to:

- establish rapport with your caller using active listening techniques;
- project your smile through the phone lines;
- transfer or refer calls without giving the "run around";
- place callers on "hold" without offending;
- "sell" your services each time you pick up the phone;
- probe with questions to get the information you need;
- avoid statements that press emotional "hot" buttons;
- effectively diffuse an angry caller.

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