Professional Telephone Skills

Half Day Course

Rating: ⭐⭐⭐⭐⭐ **4.8/5**

Accredited cpd Course

THE CPD STANDARDS OFFICE
CPD PROVIDER: 22585
2023-2025
www.cpdstandards.com

Introduction

How people conduct themselves on the telephone speaks volumes about an organisation's professionalism.

Hamilton Mercer's Service Methodologies™ help learners improve their telephone manner and structure interactions, so they can lead conversations with confidence.

Audience

People of all experience levels and seniority communicating via the telephone with external customers (clients / suppliers) and internal customers (colleagues / contractors).

Learning Objectives

Upon completing this course learners will be able to:

- Create a welcoming and professional first impression, to set the desired tone for the conversation.

- Structure and lead conversations – keeping them on topic and timely.

- Apply best-practice telephone etiquette to create a seamless experience.

- Gather accurate information from callers, to document and share with colleagues.

Return on Investment

Performance outcomes include:

- Enhanced reputation and customer loyalty – perceived as true professionals.

- Increased attention to detail and highly organised approach to information/data.

- Engaged workforce – greater self-awareness, confidence and positivity.

- Uplifted behavioural consistency, internal communications and efficiency.

Module 1: Telephone Etiquette: Accuracy & Professionalism

Learning Outcomes
• Manage the expectations of callers and brief colleagues properly.
• Utilise 'dead-time' during conversations to create a more seamless experience.
• Improve attention to detail and the accuracy of information gathered.

Methodologies
• Placing Callers on Hold / Transferring Calls
• Making the Most of Silent Periods During Conversations
• Clarification of Important Customer Details

Module 2: First Impressions: Greeting, Screening & Message Taking

Learning Outcomes
• Create a welcoming and professional first impression.
• Improve the structure and timeliness of how calls are handled.
• Take ownership of the message-taking process.

Methodologies
• Professional Telephone Greeting
• Screening Calls
• Effective Message Taking

How to Book

Please Email – https://hamiltonmercer.co.uk/node4academy/
(Places are Limited)

Dates, Locations & Timings
MS Teams / Office Located Below:

Node4 Derby Office or Live Virtual Training

Millennium Way, Derby DE24 8HZ

Thursday 11th April 2024: 1.30pm – 4.45pm

Wednesday 10th July 2024: 1.30pm – 4.45pm

Thursday 10th October 2024: 1.30pm – 4.45pm

Hamilton Mercer's training sessions are
Friendly, Highly Engaging and Humorous.

This course is part of the **ESaaS Professional Development Academy** provided by **Hamilton Mercer**