

Telephone Skills & Manner

Half Day Course

Rating: ★★★★★ 4.8/5



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.

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.

Audience

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

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.



Course Content

Module 1: Best Practice Telephone Etiquette

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

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

Module 2: Structuring Conversations

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
- Effective Message Taking
- Closing Calls Professionally

How to Book

Book Online

<https://hamiltonmercer.co.uk/theportmanestateacademy/>

Email

r.mcnulty@hamiltonmercer.co.uk

Dates, Locations & Timings

The Portman Estate Office

40 Portman Square, London W1H 6LT

Thursday 18th May 2023: 9.30am – 12.45pm

Wednesday 4th October 2023: 9.30am – 12.45pm

Hamilton Mercer's training sessions are

Friendly, Highly Engaging and Humorous.



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This course is part of the **Customer Service and Personal Development Academy** provided by Hamilton Mercer