



Training Topics:

- **Understanding the difference between face-to-face and telephone conversations**
 - Exercise: help the blind partner
 - Questionnaire: telephone etiquette
- **Important components of a dialogue:**
 - **P** – Pitch
 - **I** – Inflection
 - **C** – Courtesy
 - **T** – Tone
 - **U** – Understanding
 - **R** – Rate of speech
 - **E** – Enunciation
- Handling mistakes
- **Building customer relationships:**
 - Building rapport
 - Empathy
 - Ownership and accountability
- Handling irate customers
- **Probing skills**
 - Activity: probing techniques
 - Probing questions
 - Checking facts
- **Tips for telephone etiquette**
 - Using non-verbal encouragement
 - Using supportive statements
 - Keyword repetition
 - Forbidden phrases
- Exercises: telephone etiquette



Telephone Etiquette Training



- **Five phases of a call:**
 - Opening
 - Collecting/verifying information
 - Listening
 - Resolving/providing solutions
 - Closing
- Hold procedure
- Handling 'Dead Air'
- Role plays: telephone skills

Training Hours:

The duration of the training program will be 8-16 hours