



Training Agenda:

- **Telephone Etiquette:**
 - **5 phases of a call**
 - Opening
 - Needs Identification
 - Collection/verification of information
 - Providing information/potential solutions
 - Closing and next steps
 - **Using PICTURE**
 - P – Pitch
 - I – Inflection
 - C – Courtesy
 - T – Tone
 - U – Understanding
 - R – Rate of Speech
 - E – Enunciation
 - **Non-Verbal Communication**
 - Using non-verbal encouragement over the telephone
 - Tips on body language over the telephone
 - **Spoken communication**
 - Improving the effectiveness of communication
 - Structure of communication
 - Questioning techniques
 - Open ended questions
 - Close ended questions
 - Multiple questions
 - Leading questions



- **Listening Skills**
 - Passive Listening
 - Active listening
 - Reflective Listening

- **Dealing with different kinds of customers**
 - Angry customers
 - Talkative customers
 - Gatekeepers
 - Customers who are not interested
 - Customers who are pressed for time

Training Hours:

The duration of the training program will be 8 hours.

Training Methodology:

- Instructor Led Training
- Role Plays
- Games and Group Activities
- Movie and audio clips

Resources Required:

- Momentum Training Solutions will conduct the training
- Maximum number of participants to a class will be 15
- The training will be conducted at a venue organized by your organization
- The following will be provided by your organization:
 - Handouts will be printed/photocopied
 - The LCD projector & Audio speakers