



Telephone Techniques

When employees speak on the telephone, they project your company image. That image can help you stay ahead of the competition or turn off the caller. This seminar polishes skills for pleasing callers, even difficult ones.

This one-day seminar focuses on techniques for responding to telephone inquiries courteously and efficiently.

Participants receive solid guidelines for representing their company positively, providing appropriate information, and dealing with telephone challenges. Through discussion, group work, and role-plays, participants master the skills necessary for providing excellent telephone service to customers - both internal and external.

Seminar Topics

- Enhancing company image
- Strengthening listening skills
- Using positive language
- Identifying and responding to caller needs
- Conveying enthusiasm and friendliness
- Speaking clearly and correctly
- Showing consideration for the caller's time
- Transferring calls efficiently
- Soothing challenging callers

To inquire about courses, please contact WD Communications with the information provided below.