



Basic

Telephone Skills

One Day Training Course

Course Aims:

The aim of this course is to introduce delegates to the activities, behaviours and techniques that make for effective use of the telephone. This will focus on the differences between telephone and face-to-face communication, the different skills needed depending on the reason for the call, how to create a rapport and how to achieve and maintain a state of excellence.

Course Outline:

Why a telephone is special

- Communication media
- Elements of communication
- Successful communication
- Telephone manners
- The golden rules

Know Yourself

- Knowing yourself
- Observation of difference
- Action planning

Anchors

- Anchors
- When to anchor

Creating rapport

- Rapport
- Use of voice

Meaning Business

Target Audience

People whose work requires effective use of the telephone.

Assumed Knowledge/ Pre-requisites:

Communication Skills

Achieving a state of excellence

- Physical aspect
- Mental aspect
- Your special gift
- Visualisation

Remaining in a state of excellence

- Explanation
- Demonstration
- Stepping into excellence
- The circle of excellence

Mental rehearsal

- Function of the brain

Making sense of the world

- Learning about others
- Eye scanning
- Perception

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