

Professional Telephone Skills Workshop

MEDIUM : English / Cantonese / Putonghua

Duration: 1 Day

The purpose of this course is to provide participants with the skills involved in communicating over the telephone, from identifying the caller's needs, to presenting information. Both **internal and external callers** has been taken into consideration in the design of course coverage.

At the completion of the course, participants will be able to:

- Get a message across with clarity and tact
- Enhance working relationship through effective communication techniques
- Handle calls with confidence, enthusiasm and friendliness
- Project a professional image through choice of words and tone control

Benefits to the organization:

- Better public image
- Greater customer satisfaction

Benefits to the individuals:

- Reduced stress
- Improved professionalism

Training Activities

Discussions, exercises, demonstrations, role-plays, games, mini-lectures

 **Course Outline**
1. Introduction

Through a *demonstration and discussion*, participants will learn:

- Use of the telephone in modern day business environment
- Significance of the first few minutes in communication
- Attitude and mindset of the communicator
- *Self assessment*

2. Communication Skills

Communication is more than telling the other party a message.

Through a *game*, participants will learn the various aspects involved in communication, which will lead to a *discussion and practices* on:

- Active listening
- Finding out what the other party wants
- Getting your point across
- Managing your tone
- Handling callers with strong accents

3. Receiving a Call

Participants will watch a *video clipping* here, then *discuss and practise* work-related examples on:

- What to say after picking up the telephone
- Handling inquiries
- Questioning techniques
- What to do when the line is not clear
- Taking a message for others
- Transferring a call

4. Outbound Calls

Participants will watch *another video clipping* here, then *discuss and practise* work-related examples on:

- What to say after the line is connected
- Presenting your message with clarity
- Leaving a message

5. Handling Calls Under Stress

Most people nowadays are working under intense pressure. Through *discussions and role plays*, participants will learn:

- Techniques to control your emotions
- How to remain assertive without being offensive