

Professional Telephone Skills Workshop

DATE : 16 Apr, 2012

CODE : PTSW

INSTRUCTOR : Raymond Ng

DURATION : 1 Day

FEE : HK\$3,280

EARLY BIRD : HK\$2,980

Most business communication today is handled through the telephone. How one conducts himself or herself through the telephone affects not only how effective a message is conveyed but the professional image of the organization he or she represents.

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.

Training Activities

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

What participants will learn

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

To the individuals:

- Reduced stress
- Improved professionalism

Raymond Ng

B.Sc., M.A., M.Ed., M.B.A.

Executive Coach, NLP Master Practitioner

Winner of 2004 Distinguished Trainer of Hong Kong Award

Raymond is an executive with a proven record as an effective leader, a change agent, a public speaker, and a published author. He has more than 20 years of experience in business management and human resources development, specializing in leadership training, project management, and staff coaching. Raymond has a long list of successes and satisfied clients in different industries, including information technology, telecommunications, utility, retail, banking, construction, manufacturing and professional associations.

Raymond currently focuses on helping companies in the Greater China area to develop leaders and quality frontline staff through learning. He delivers his programs with a unique pedagogical style, combining learning with excitement and fun. As an experienced facilitator, a qualified instructional designer and a certified Master Practitioner of Neuro-linguistic Programming (NLP), Raymond has uniquely and successfully incorporated the elements of accelerated learning and NLP technology into all of his programs.

Raymond is a published author and columnist. He wrote a column for Ming Pao (North American edition) and Richmond News, and he was published frequently in a number of business magazines. His book *Customers From Afar*, has attracted intense media attention and public interest.

Raymond received his Bachelor of Science and Master of Education degrees from McGill University, Master of Arts in Educational Technology from Concordia University, and Master of Business Administration from Simon Fraser University in Canada.

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.

This section will bring out some intense moments collected from the pre-course interviews, then through discussions and role plays, participants will learn:

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

COURSE ARRANGEMENTS

Course Date	Course Title	Course Code	Duration (Days)	Fees (HK\$)	Enroll before these dates to Enjoy our Early Bird Rates	Cancellation Deadline
APRIL 2012						
Apr 13, 2012	Event Management	EVM	1	HK\$3,280	HK\$2,980	16 Mar, 2012
Apr 16, 2012	Professional Telephone Skills Workshop	NEW PTSW	1	HK\$3,280	HK\$2,980	23 Mar, 2012
Apr 19, 2012	Performance Management Workshop	PFM	1	HK\$3,280	HK\$2,980	23 Mar, 2012
Apr 19, 2012	Delivering Creative, Influential and Effective Presentations	CIEP	1	HK\$3,280	HK\$2,980	23 Mar, 2012
Apr 20, 2012	Interviewing Skills Workshop	ISW	1	HK\$3,280	HK\$2,980	23 Mar, 2012
Apr 20, 2012	Corporate Image & Business Etiquettes	CI	1	HK\$3,280	HK\$2,980	23 Mar, 2012
Apr 24, 2012	Leadership Skills Workshop	LSW	1	HK\$3,280	HK\$2,980	30 Mar, 2012
Apr 25, 2012	Problem Solving and Decision Making	PSDM	1	HK\$3,280	HK\$2,980	30 Mar, 2012
Apr 26, 2012	Win Win Negotiation	WIN	1	HK\$3,280	HK\$2,980	30 Mar, 2012
Apr 27, 2012	Effective Communication & Interpersonal Skills	ECIS	1	HK\$3,280	HK\$2,980	30 Mar, 2012
MAY 2012						
May 16, 2012	Motivating Generation Y Staff	GY-M	1	HK\$3,280	HK\$2,980	20 Apr, 2012
May 17, 2012	Blue Ocean Strategic Thinking	B-STM	1	HK\$3,280	HK\$2,980	20 Apr, 2012
May 15-17 Developing High Performance Teams Series (for team leaders)						
May 15, 2012	People Skills For Team Leaders	NEW PSTL	1	HK\$3,280	HK\$2,960	20 Apr, 2012
May 16, 2012	Letting Go - Delegating Effectively	NEW LGDE	1	HK\$3,280	HK\$2,960	20 Apr, 2012
May 17, 2012	Using Feedback to Guide, Develop and Motivate Your Team	NEW UF	1	HK\$3,280	HK\$2,960	20 Apr, 2012
May 18 Organisational Leadership (for executives)						
May 18, 2012	The Emotionally Intelligent Leader	NEW EIL	1	HK\$1,980	HK\$1,780	20 Apr, 2012
May 21, 2012	Persuasive Business Writing 2012	BW 2012	1	HK\$3,280	HK\$2,980	27 Apr, 2012
May 22, 2012	Handling Difficult People	HDP	1	HK\$3,280	HK\$2,980	27 Apr, 2012
May 24, 2012	Crisis Management	CM	1	HK\$3,280	HK\$2,980	27 Apr, 2012
May 22 - 25 Information Technology Series						
May 22, 2012	Business Consulting Skills for IT Professionals	BCS	1	HK\$3,480	HK\$3,180	27 Apr, 2012
May 23, 2012	Managing Complex & Large Scale Projects	MCLP	1	HK\$3,480	HK\$3,180	27 Apr, 2012
May 24-25, 2012	The System Requirements Journey	SRJ	2	HK\$6,180	HK\$5,680	27 Apr, 2012
May 28, 2012	Assertiveness Skills Workshop	ASW	1	HK\$3,280	HK\$2,980	4 May, 2012
May 29, 2012	Professional Retail Selling	NEW PRS	1	HK\$3,280	HK\$3,980	4 May, 2012
May 30, 2012	Achieving Services Excellence Workshop	NEW ASE	1	HK\$3,280	HK\$2,980	4 May, 2012

TIME: 9:00 am - 5:00 pm daily
VENUE: Regal Hong Kong Hotel, Causeway Bay, HK.

PAYMENT AND CONFIRMATION:

- Seminar fees cover full set of course materials, lunches and refreshments. Seminar fees are payable in advance.
- For enrolment by email, please provide all information per the standard Enrolment Form on this page.
- For enrolment by fax, mail or email, CEL will issue an acknowledgement fax or email to the Authorized Person the next day from receipt of the enrolment.
- Enrolments received by fax, mail or email on or before early bird deadline will be entitled to the early bird rate.
- Joining instructions for confirmed registrations will be sent to the Authorized Person about 2 weeks before the seminar.

CANCELLATION AND SUBSTITUTION POLICY:

- There is no cancellation charge for cancellations made on or before the cancellation Deadline.
- Registrant(s) who fail to attend, or who cancel(s) after the cancellation deadline(s) are liable for the entire fee.
- All cancellations should be notified in writing.
- Enrolments received AFTER the cancellation deadline are subject to the same cancellation deadline.
- Registrants may send substitutions in their place anytime. However, substitutions are not allowed once a seminar has commenced.

ATTENDANCE CERTIFICATE:

A Certificate of Completion will be given to each delegate who have attended more than 70% of the enrolled course(s).

THE ON-SITE OPTION:

If there are 10 or more people in your organization interested in taking any of these CEL courses, why not consider the On-Site option? We can readily tailor courses to your specific needs, send an expert instructor to your workplace, and help cut costs. For more information about this service, please contact Miss Mak at CEL at Hong Kong telephone number 2838 1182.

CORPORATE DISCOUNT SCHEME & QUANTITY DISCOUNTS:

Please visit our Website at www.celhk.com or telephone Ms Mak at 2838 1182 to inquire the above.

Communications Engineering Ltd. reserves the right to vary the course programmes or arrangement if this proves necessary.

ENROLMENT FORM

Name	Job Title	Tel No	Mobile No	Course Code
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____

Company Name: _____

Address: _____

Tel: _____ Fax: _____ Email Address: _____

Contact Person: (Mr/Ms) _____ **Job Title:** _____ **Tel No:** _____ **Fax No:** _____

Authorized Person: (Mr/Ms) _____ **Job Title:** _____

Signature: _____ **Date:** _____

Cheque enclosed for HK\$

Please note seminar fees are payable in advance

Made payable to **Communications Engineering Ltd.**

Please tick (✓) if you require a receipt

BY PHONE:
 Call Miss Mak at:
2838-1182

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