



Effective Telephone Techniques

Overview

This course is for anyone who needs to use the telephone to communicate effectively with customers, suppliers or colleagues.

Aim

This is a practical workshop that challenges attendees to understand the strengths and weaknesses of their current telephone style, and help them develop more confident and successful telephone behaviours.

Content

By the end of the course, delegates will:

- Understand the advantages and limitations of their own telephone style, and identify development areas
- Recognise the challenges of communicating over the telephone and how to overcome them.
- Use techniques to be more effective over the telephone
- Plan telephone calls successfully
- Manage "difficult" calls, while remaining calm and in control.



COURSE COST

£175 + VAT

Duration: 1 Day

HELD AT
**CHALLENGE TRAINING &
CONFERENCE CENTRE**

*"I've grown in confidence
since attending the course"*

*Emma Davies
Customer Service Administrator*



For further information or to
reserve a place on this course
contact us :

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