

learning
equals
development

EQV Course Outline



■ Professional Telephone Skills

■ 1 Day

Tel: 0844 888 2732 E-mail: lets-talk@eqv.co.uk www.eqv.co.uk

EQV (UK) Ltd, The Mill House, Dovecote Court, Potters Marston, Leicestershire, LE9 3JR

Professional Telephone Skills (1 Day)

Business Benefit

Telephones play a huge part in communication, both internally and externally for any organisation. They also play a big part in the image people form about an organisation. Good telephone skills make an organisation either a pleasure to deal with or a nightmare. This course looks at building Professional Telephone Skills that can help your organisation become a pleasure to deal with.

Who Should Attend?

Any member of staff who regularly uses a telephone.

Learning Objectives

*By the end of this course
you will be able to...*

- Demonstrate telephone competence and confidence
- Understand the do's and don'ts of taking and making calls
- Demonstrate the skills of dealing with difficult calls
- Create a personal implementation plan

Course Content

- Building an image over the phone
- Being an ambassador of the company
- Understanding tone and pitch of voice
- Developing telephone confidence
- Handling the key stages of the call
- Handling complaints over the phone
- Dealing with abusive and aggressive behaviour

You may also be interested in

Communication, Assertiveness and Confidence Building, Telesales

Training Locations

Leicester, Sheffield, Liverpool, Manchester, Basingstoke, London

2011
Jul 11
Aug 11
Sep 07
Oct 13
Nov 08
Dec 07

2012
Jan 11
Feb 09
Mar 09
Apr 12
May 11
Jun 14
Jul 11
Aug 11
Sep 07
Oct 01
Nov 27

The EQV Promise

We ensure that our courses are well received and are delivered by trainers that have actual commercial competency in their chosen subject.

Not only is this essential for our accreditation purposes but it ensures that the trainers will be able to include relevant experiences they themselves have learnt from. This generates appropriate engagement and empathy in the training environment.

When the course is completed we will report back to you about how the training has been received and can indeed evaluate the training right from start to finish after the skills transfer period. This information can come from your account manager who is your main point of contact at all times.

The EQV Experience

Our training courses take the attendee on a journey of learning and development. Throughout the course everyone is engaged in a stimulating and participative way.

Our courses are designed to encompass many different kind of learning activities making sure they appeal to different natural styles of learning that individuals have.

Activities may include a selection of syndicate work, discussion, pair work, case studies, games, role play, quizzes and presentations.

During the event an individual works on their own implementation plan so that they have a clear plan of how they are going to support their own skills transfer back in the workplace. Whilst it is important for the attendees to enjoy the workshop we want to ensure they apply as much as possible back in the workplace.

Our Training Centre

Set in the heart of beautiful rolling Leicestershire countryside, our idyllic training facilities not only provide attendees with the perfect environment to concentrate on their individual learning experience but also provide the practicality of ample parking and fully designed and equipped training rooms.

You will be greeted upon arrival by our training co-ordinator who is your point of contact throughout the day should have any specific queries.

A delicious buffet lunch is provided, catering for a variety of dietary needs.

What Delegates Say about this course

"Very informative"

"Willing to apply to our personal workplace situations to get a greater understanding"

"Very good course for creating a professional image from the word go"

