

learning
equals
development

EQV Course Outline



■ **Telephone Skills & Assertiveness** (Ref BS-PD-TMA)

■ 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

Telephone Skills & Assertiveness

(1 Day)

Business Benefit

The telephone is the one of the most important communication methods we have with our clients. Getting that communication wrong can cost money. This course illustrates the good and bad ways of using this tool and how to get the most out of your conversations

Who Should Attend?

- Any member of staff who uses the telephone daily

Learning Objectives

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

- Develop telephone confidence
- Explore dos and donts of taking and making calls
- Practise dealing with difficult calls using role play

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
- Making calls - essential do and don'ts
- Taking calls - essential do and don'ts
- Building rapport
- Ending the call in a positive way
- Handling complaints over the phone
- Dealing with Abusive and Aggressive Behaviour
- Always conclude your part of the process
- Do's and Don'ts
- Aim to be remembered!

You may also be interested in

Customer Service
Telesales

Dates: **Dates to suit you...**
Please contact EQV

Price: **£395**
per person

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

"after this course I know how to handle those calls I hated before"

"The role-play really helped me practice"

