

Customer Service on the Telephone

Responding to communications by telephone is still key part of how organisations and staff engage with customers, help and support them, solve problems and so underpin their service promise and expectations set. To be able to apply consistent, high quality practice to communication by telephone enables those answering calls to maximise the wider opportunities every call offers.

Employees need to be able to use the most appropriate communications tools and techniques, remain professional and listen to customers regardless of the challenge presented, and be well equipped to control and manage a call for themselves as well as empower the customer in every conversation.

This half day (three hours) workshop comprises exercises, group discussion, activities and tasks and is supported by trainer input.

Aim

To increase skills, knowledge and personal effectiveness in being able to handle customer telephone work effectively.

Objectives

- To understand the values and behaviours a customer brings to the telephone conversation
- To identify the key skills, use of voice and behaviours to apply to customer engagement on the telephone
- To identify and learn the end to end call process involved in delivering great service through managing each stage from opening to wrap
- To collect and adopt useful dialogue responses that use assertive language
- To learn a response and approach for dealing with an aggressive caller
- To formulate an action plan to take back and use at work

OUTLINE PROGRAMME

Welcome, housekeeping, objectives

What's the challenge for you?

The challenges of providing a quality customer focused service on the telephone.

Communication Skills and Tools

A model of the communication process: key communication skills and tools - speaking, listening, use of voice, non-verbal communication, rapport building, assertive language.

- Skills and behaviours for increasing effective listening and speaking assertively on the telephone
- What a customer expects to hear when they call and how to provide it

The end to end of an exemplary engagement on the telephone

- Mapping the process of a consistently high quality call through its seven stages from welcome to wrap
- Skills and tools for managing each stage of the call
- Approaches to support diverse call experiences (your what ifs)
- Approaches for an abusive caller
- Improving the language and words in our responses by capturing useful dialogue

Practical, immersive "talking walls" task.

Team task and discussion with trainer support and input.

Review and Evaluation

Action Planning