

# Training MK Limited

## Telephone Techniques – 1/2 Day Course



This course is designed to enable delegates to feel more confident when using the telephone. We will examine the advantages and disadvantages of this form of communication, identify how to create a positive impression when making and receiving calls, and look at the different communication skills required for dealing with incoming and outgoing calls efficiently and effectively.

### **Why can it be so difficult?**

- Poor communication
- The impact made by the tone of our voice
- Making judgements
- A wandering brain...
- Key annoyances when using the telephone

### **Engaging the other party**

- Giving clear instructions
- Delivering verbal feedback
- Using the right statements

### **Tools and techniques**

- Vocal tips and tricks
- Tone and pace
- Telephone greetings
- Phonetic alphabet

### **Dealing with telephone calls**

- Is the call necessary at all?
- Taking messages
- Accepting responsibility