Personal Development

Telephone Confidence

Course Details

Price

£235.00

CPD Points

3.50

Length

Half day (09:00-12:30)

Course Overview

Elevate your professional telephone communication with this half-day Telephone Confidence course.

Designed for delegates seeking to improve their telephone interactions, this interactive workshop offers practical techniques and strategies to enhance clarity, efficiency, and professionalism in every call.

Whether you're handling customer enquiries, conducting business negotiations or dealing with difficult conversations, this course will highlight the essential skills delegates need to enable communicating effectively over the telephone.

Content

Introduction to Telephone Communication

- The importance of telephone skills in professional settings
- Common challenges and how to overcome them

Building a Professional Telephone Manner

- Techniques for creating a positive first impression
- Using tone, pitch, and pace effectively
- Managing caller expectations and building rapport

Effective Listening Skills

- Active listening techniques specific to phone conversations
- Identifying and responding to verbal cues
- Ensuring mutual understanding

Clear and Concise Communication

- Structuring your calls for maximum clarity
- Avoiding jargon and ambiguity
- Strategies for managing irate or upset callers
- Techniques for staying calm and composed
- Turning negative interactions into positive outcomes

Techniques for simplifying complex information

- Avoiding jargon and ambiguity

Handling Difficult Calls

- Strategies for managing irate or upset callers
- Techniques for staying calm and composed
- Turning negative interactions into positive outcomes

Telephone Etiquette and Best Practices

- Professional opening and closing statements
- Effective use of hold and transfer functions
- Maintaining confidentiality and professionalism

Benefits

By the end of this course, delegates will possess a comprehensive set of telephone skills that will enable you to handle calls with greater confidence and professionalism. Join us to refine your telephone communication abilities and enhance your effectiveness in any professional setting.

Next Steps

If you would like to book a place on this course please click on the 'Book Course' button to the right of this page and login or register for a user account to complete your booking(s). Any queries please do not hesitate to contact us via admin@gta.gg or call us on 01481 224570.

If no date is scheduled for this course at the present time please click on the 'Register Interest' button and login or register for a user account so that we can add you to our course interest register. This register allows us to contact our tutors and finalise dates for a course as soon as we have a few people who have expressed their interest, so the more delegates who register their interest, the sooner we can schedule a particular course.

Course Tutor

Korinne Le Page

Korinne has more than 27 years' experience in Training, Leadership Development, Coaching and Counselling. She has also worked for major multi-national Companies, delivered Management and Communication programmes abroad and online across a variety of Market Sectors. Korinne started her career in Finance, then as an Operational Manager in Customer Service, managing teams in challenging environments and she became an Entrepreneur in 2000. Therefore, Korinne has first-hand experience of the issues that can arise from all angles, as well as appreciating the importance of providing inspirational leadership and seamless customer service.