



Telephone Skills Training Course

About This Course

Telephone Skills Training Course



Do you want to know how to provide great customer service and a positive customer experience over the telephone?

Our Telephone Skills Training Course will provide lots of tips and ideas to provide brilliant service to your customers over the telephone. The course looks at how to interact with customers by phone and introduces the must do's and don't do's of providing customer service and support by phone.

This Telephone Skills training course is delivered as a scheduled open online training course or in-house just for your business.

We deliver the course as a face to face course and a live virtual online course.

The Course Aim & Objectives

Here's what you will learn on our telephone skills course



Course Aim

This Telephone Skills Training Course will show you how to deliver great customer service to customers over the phone. Telephone has become one of the major methods for customers to get in touch and this course looks at how to ensure customers are dealt with effectively.

Course Objectives

By attending this Telephone Skills Training Course you will:

- Deal with calls from customers in a efficient and professional manner
- Know some of the issues surrounding providing customer service over the phone and how to deal with them
- Be able to communicate with confidence and clarity with customers on the phone
- Know how to build rapport and demonstrate empathy without the use of body language
- Be able to deal with customer complaints effectively over the phone

The Course Content

Here's what we cover in our telephone skills course



What is 'World Class' Telephone Based Customer Service?

- What does world class customer service look like
- Who is currently delivering world class service and what can we learn

Service Expectations

- What do our customers expect when they call and why
- What are some of the challenges of delivering service over the telephone
- Overcoming these issues and meeting expectations

Communication Skills

- What are the skills that are necessary to deliver world class service on the telephone
- Opening and closing calls
- Questioning, listening and building rapport with customers on the telephone

Your Behaviour With Customers

- Understanding how your communication style can impact on your relationship with the customer
- Using and Demonstrating empathy with customers on the telephone

Do's and Don'ts

- Language and statements to avoid on the telephone
- Putting people on hold and making transfers
- Escalating calls to supervisors

Dealing With Complaints and Dissatisfaction

- What to do when a customer is complaining
- The challenges of dealing with complaints on the telephone
- A step-by-step process for dealing with complaints on the telephone
- Ensuring the complaint is dealt with and what to do if can't be dealt with

Delivery Options

How we deliver our telephone skills course



Open Training Course

Delivered online as a scheduled open training course

£215.00 + VAT / €239.00

Price per delegate.



In-House

Delivered at your business location or a location of your choice anywhere in the UK, Ireland, across Europe or online.

We can adapt the course content to meet your specific needs and those of your team.

Contact us for a quote.

Open Training Course

Attend our scheduled online training course



We deliver our telephone skills training course as an online scheduled open training course.

Perfect for when there is just you, one of your colleagues or a small group of you that would like to attend the course.

Our scheduled courses run on a regular basis and are delivered via Zoom.

You will find them just as engaging and interactive as our in-person training course.

See the course page on our website for more details and the course schedule.



In-House Delivery

Train your team. Train your entire company



We can deliver our telephone skills training course just for your team or organisation.

1

Start with an off-the shelf course

We'll use the content in the overview as a starting point

2

Understanding your needs

We'll work with you to agree what outcomes you want from the course

3

Making it yours

We will shape the content to ensure the course meets your requirements

4

Delivering the skills

We then deliver the course that we've agreed either in-person or online

Make it even more bespoke

We can completely redesign the course to meet your needs. Just tell us what you need, and we can put a no obligation proposal together for you.

Online Training Course

Fun, engaging and interactive – delivered online



Our telephone skills training course can be delivered as a virtual online course.



The same great content reimagined for the online environment.

- ✓ Our open training courses are delivered using Zoom
- ✓ When delivered in-house, we can use the platform you are most comfortable with
- ✓ Re-designed sessions to allow for interactivity and engagement in the online environment
- ✓ The same fun, engaging and down to earth approach
- ✓ Join your course from anywhere

About Us

Here's a bit about us and what we do



We are Revolution Learning and Development

We are a leading learning and development consultancy based in the UK. We provide our services across the UK, Ireland and Europe.

- ✓ We deliver fun, engaging and down to earth training courses in-person and online
- ✓ Over 20 years of training experience
- ✓ Incredibly cost effective and a real focus on return on investment
- ✓ 92% of our clients rebook us for further training and development
- ✓ Flexible training and development solutions

Let's Talk

We're here to help



If you have any questions about our telephone skills course or would like a quote for an in-house course, then just get in touch.

Call Us:

UK: 03333 444575

ROI: 015549779

Email Us:

hello@revolutionlearning.com

Visit Us:

UK: <https://www.revolutionlearning.co.uk>

ROI: <https://www.revolutionlearning.ie>

EU: <https://www.revolutionlearning.com>