

Two-day Training Program

Telephone Skills & Techniques In Handling Customers

Building Etiquette & Enhancing Professionalism @ Workplace.



**Date : 21 - 22 FEBRUARY 2012
THISTLE HOTEL, JOHOR BAHRU**

**Date : 23 - 24 FEBRUARY 2012
EASTIN HOTEL, PENANG**

**Date : 27 - 28 FEBRUARY 2012
ARMADA HOTEL, PETALING JAYA**

HRDF Claimable Under SBL Scheme

Time : 9.00 am to 5.00 pm



About The Program

How do you 'sound' on the phone? Learning how to handle proper telephone techniques is a must for everyone in the organization today. First impressions to the customer is very important! This course aims to lift the level of professionalism & etiquette in handling customers and suppliers on the telephone to greater height.

When you are talking on the phone, you lose access to the subtle visual clues (55%) that would help you to account what you are hearing. The ability to utilize and maximize those advantages thru effective listening skills can expand your communication success.

In this highly interactive program, participants will learn useful and practical tips to systematically deal with increasing demand of all type of callers, build rapport invisibly online with all stakeholders and develop your self image positively.

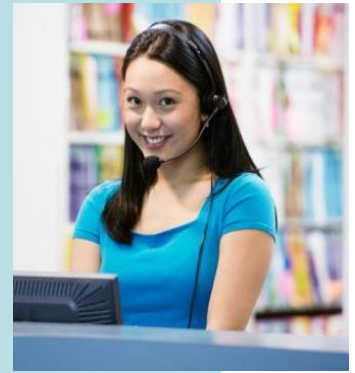
This program is suitable for any frontline and administrative staff required to communicate with customers and suppliers, sales support & operational helpdesk staff, personal assistant and any executives working across service hospitality, manufacturing services, telemarketing, corporate sales & telecommunication industry.

Participants will learn how to...

- ✓ **Handle Phone Calls & Communicate More Effectively**
- ✓ **Develop Better Listening Skills And Respond Proactively At All Times**
- ✓ **Increase Your Self Worth/ Credibility With Customers**
- ✓ **Better Manage Stressful Situations From Callers**
- ✓ **Project Better Image For Your Organization**

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Two-day Program Outline



Examining Your State – Key To Successful Communication

- Preparation / Mindset Readiness To Serve
- The Spiral Effect
- Scale Measurement – Your Score
- Skills Drills

Examining Your Role In Telephone Handling

- Proper Way & Steps To Pass Messages
- Art Of Effective Screening for Gatekeepers
- Effective Ways To Handle Calls
- Handling Telephone : Do And Don'ts Tips

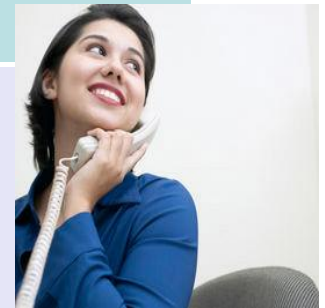
Courtesy & Respect Issue

- Greeting
- Personalized Tagline/ Skill Drills Practice
- Connecting With Your Caller*
- Everyone Is A Telephone Number !
- Overall Sound, Tone, Pitch, Rate Of Speech, Frequency
- Energy Level
- First Impression Counts
- Proactive Vs Reactive Approach:
- Handling & Leaving Voicemails – Mobile/Phones



The Art Of Building Superior Rapport On Telephone

- Acknowledgement
- LY Effect
- Echo Techniques
- Mirroring Techniques – Rhythm, Speed, Jargons, Pet words
- Probing Info Using Questioning Techniques



Developing Listening Skills To Effective Telephone Communication.

- Game: What Did You Hear Exercise?
- 55 38 7 Ratio – Impact On Communication
- Telephone Presence – Be There
- Common Error – Judging, Jumping Into Conclusion, Daydreaming,
- How To Respond Vs How Not To React



Managing Difficult Customers/Callers Behaviors

- Common Type Of Callers Impatience, Angry, Want Details, Chat, Etc
- Steps To Diffuse A Difficult Situation
- Providing Alternatives & Suggestions
- Issue Of Accountability & Commitment

Developing Personal Action Plan

- Check & Balance - Buddy Systems
- Ways To Motivate / Rewarding Good Behavior



Registration Form

Telephone Skills & Techniques In Handling Customers

Time: 9.00 – 5.00 pm

Fax to 03 563 52 520

Name of Company _____

Address _____

Contact Person _____

Job Title _____

Tel _____ Fax _____

Mobile _____ Email _____

Name of Participants: (Write In block letter)

_____ Job Title _____

_____ Job Title _____

_____ Job Title _____

_____ Job Title _____

About The Facilitator

Chiang PH (PSMB Approved Trainer Ref TTT/3741) is an industry specialist in the areas of administrative, human resources and corporate sales management. She has 20 years of working experience that comes from diversified industries which include semiconductors, insurance, manufacturing multi-level marketing, property development, consumer retail and international trading.

Chiang PH is currently a life coach and a certified PSMB trainer specialised in administrative office management, customer relationships & marketing management. Her wealthy working experience with various multinational companies which includes American, Japanese, German & Chinese has made her to be truly versatile and adaptable person in the corporate world.

She has excellent communication skills and speak with confidence. Her enthusiastic energy & unique style in training that focus on practical approach (non theory based) always command high rating score and continual praise from her audience.

Course Fee

RM 1290 / day *inclusive course materials & certificate of attendance.*

Early Bird Discount RM 1190 per participant for registration received 2 weeks before course date.

100% HRDF CLAIMABLE Under SBL Scheme

Methodology

lecture brief, group work, interactive discussion, role play, video presentation & exercises etc

Ideapro Logix Sdn Bhd (634999 D)

T2-L15-C, Tower 2, Boulevard Subang Jaya
Jalan SS12/1, Wangsa Baiduri,
47500 Subang Jaya, Selangor, Malaysia

Tel 03 563 54113 Fax 03 563 52520

Email: biz@ideaprologix.net

Website www.ideapro-logix.com