

## *Telephone Techniques* **1 Day Workshop**

*Learn how to use the telephone to your advantage.*

### **CONTEXT**

The telephone is the basic tool of the modern white collar worker. Some people have a professional presence on the phone. Others falter.

*Are you uncomfortable on the 'phone? Do you get nervous and speak too fast? Can you explain yourself clearly? Are you asked to repeat yourself? Do you spend a lot of time on the telephone? Is it important in your role to provide efficient and professional telephone contact - with the public, your organisation's clients, other team members?*

This workshop teaches key skills to ensure that you can use the telephone to your advantage. Practical examples are used to help you apply skills to your workplace.

### **Overview**

**This workshop covers the following:**

- Handling difficult customers
- Action plan
- Telephone irritants – what actions contribute to customer dissatisfaction?
- Answering the telephone - preparation, greetings, multiple calls
- The importance of preparation
- Taking responsibility for good customer service
- Positive attitude – can-do phrases
- Listening skills
- First impressions

### **COURSE METHOD**

Our trainers are effervescent, with years of experience in customer service and sales roles. They use a range of training methods with a strong focus on incorporating different learning techniques to ensure the success of each training event. Our training is highly interactive. Small class sizes allow for maximum learning. Personal coaching is available.

### **IN HOUSE TRAINING**

We can come to your organisation and tailor the program to meet your people's particular needs. Acorn also has a range of customer service programs and other communication skills programs. Each of these can be tailored to suit your people's skill level and type of work. We have helped organisations from a wide range of industries. Please call John Gleeson to discuss your requirements.

## Enrolment Form - Telephone Techniques

Send this form to Acorn: Fax (02) 6217 7001 or e-mail to courses@acorntraining.com.au

**Venue:** Acorn Training Centre: 74 Townshend St Phillip 2606  
**Course date:**  
**Time:** 9.00 a.m. to 4.45 p.m.

Person 1	_____	e-mail	_____	date	_____
Person 2	_____	e-mail	_____	date	_____
Person 3	_____	e-mail	_____	date	_____
Person 4	_____	e-mail	_____	date	_____
Person 5	_____	e-mail	_____	date	_____
Person 6	_____	e-mail	_____	date	_____

Organisation \_\_\_\_\_ Branch/Division \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_

Phone No \_\_\_\_\_ Fax No \_\_\_\_\_

### **Payment Details**

Total price \$545 x \_\_\_\_\_ attendees = \$\_\_\_\_\_ \$495 early bird price (early bird applies up to three weeks before the date of the workshop).

#### **1. Credit Card** (Amex, Diners, Visa, MasterCard)

Name \_\_\_\_\_ Card No \_\_\_\_\_

Expiry date \_\_\_\_\_

#### **2. Invoice**

Signed off by \_\_\_\_\_ Name \_\_\_\_\_

Address invoice to: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Terms: Payment is due on or before the day of the course. Cancellation is accepted more than 7 days prior to the course date otherwise another person may be substituted. You have purchased a place on the date shown above; changing your booking to a later day incurs an administrative fee. We suggest you send a substitute if you can't come at the last minute.