



telephone skills - PACOTEL ©

objective	Improve telephone skills
target group	All employees
topics	<p>What are the components of effective communication?</p> <p>Specific telephone cycle:</p> <ul style="list-style-type: none">- greeting and identification- orientation questioning- in depth questioning- identifying the essence of the question- action: respond to the question, deliver information, discuss the action plan- feedback: did the customer understand ?- closing <p>What are the differences between inbound and outbound calls?</p> <p>What are the right attitudes towards the customer?</p> <p>empathy assertiveness at the phone</p> <ul style="list-style-type: none">- how to handle difficult people?- how to say "no" and keep the user happy?- how to end a communication- using the right words- how to lead the conversation using the right questions? <p>What are the 10 steps in complaint management?</p> <p>How to handle bottlenecks?</p>
duration	1 day