



What You Will Learn:

- **The importance of professional phone skills and how they reflect on your business image**
- **How to answer the phone in a pleasant and courteous manner**
- **Ways to manage all types of calls, including those from angry customers**
- **Techniques for working with callers from other cultures who have language differences**
- **Tips for clearly communicating schedule changes, service requests or other important information**
- **How to transfer calls, use voicemail and politely put people on hold**
- **Methods for quickly and effectively handling emergency calls**

Professional Skills to Improve Your Business

There is an art to professionally and effectively dealing with callers on a daily basis. What each caller hears and in what type of tone, speaks volumes about your organization. Your employees' expertise in handling difficult calls can make or break a customer relationship! This course provides a solid foundation for understanding the principles, techniques and value of excellent telephone skills.

Who Should Attend?

This workshop is highly recommended for everyone who interacts with internal and external customers, especially those who are the first contact a customer has with your company.

What Past Attendees Have Said...

"The role play scenarios were very valuable because many were based on participants' actual experiences!"

"I can apply these tips to my job immediately!"

Our Instructors

Our instructors are experienced in working with the diverse needs of adult learners. They are also committed to helping telephone-based personnel portray a professional impression of the company and themselves, in all types of situations.

Duration and Format

Participants practice with role plays of prepared scenarios or with their actual experiences. They also work in pairs and then share their own knowledge with the other group members during this half-day workshop.

How to Register

Three or more participants from the same organization are entitled to a 20% discount. The workshop can be customized to meet the specific needs of your organization. To offer the course for your organization or to license this content, contact us at info@drakerg.com.