



Seminar Description:

“Effective telephone skills”



Training Requirements:

Effective telephone skills are of the utmost importance, as they are the mirror of a company and have a direct impact on the image and first impression left on the outside world. These skills are also directly related to the possibility of creating a lasting customer relationship. Call operators should therefore embody such a high standard that they can serve and promote the aims and goals of their company.

This programme presents practical applications for the most effective way to handle a Call Center which is based upon a very real need to have skilled operators, who will then be able to boost both the company, and all its personnel.

Training Objectives:

Upon completion of the programme, participants will be able to:

- Adopt a professional telephone manner
- Use appropriate vocal techniques
- Use body language in a way which complements their telephone manner
- Handle telephone complaints and any potential conflicts
- Realize that a successful telephone technique is achieved by focusing on the small but vital details.

Means and Methods of Training:

- Lecture, demonstration, group work and practical applications



Seminar Language:

- The seminar language can be conducted either in Greek or in English

SEMINAR TIMETABLE

“Effective telephone skills”					
Session times *					
Duration *		Content Details (Includes theoretical and practical applications)	Instructor		
Start	Finish			(hours, minutes)	
09:00	09:45	0.45	Session 1 <u>The importance of telephone skills</u> <ul style="list-style-type: none"> The importance of telephone skills in the 21st century The image we present with effective telephone skills The role of call operators in the promotion of a company The competitive advantage of communication skills 	Michael Virardi	
09:45	11:00	1.15	Session 2 <u>Positive and negative words and expressions</u> <u>The affect of words on outcome. What we say and what others hear</u> <ul style="list-style-type: none"> Words and expressions to avoid and those to use instead Using the tone and range of your voice How to win others over in the first 7 to 30 seconds How to take information Practical exercise in pairs, to understand and practice communication skills (what we say, how we say it, tone of voice, rapport/ connection, eye contact, etc.) 	Michael Virardi	



11:00	11:15	0.15	BREAK	
11:15	12:15	1.00	Session 3 <u>Active Listening</u> <ul style="list-style-type: none"> • The importance of focused active listening • The characteristics of a good and a bad listener • Practical exercise in pairs, to understand and practice active listening • The importance of answering phone calls within three rings 	Michael Virardi
12:15	13:15	1.00	Session 4 <u>Body language and interpersonal relationships</u> <ul style="list-style-type: none"> • What is body language? • The role of verbal communication in communicative relationships (posture, eye contact, gestures, facial expressions) • Dealing with intuition in interpersonal relationships • The role of the comfort zone in communication 	Michael Virardi
13:15	14:15	1.00	LUNCH	
14:15	15:15	1.00	Session 5 <u>Analyzing Maslow's Hierarchy of Needs</u> Maslow's Hierarchy of Needs. How the hierarchy of needs as defined by renowned psychologist Abraham Maslow can help us better understand our fellow human beings and their needs and how we can apply these even in our telephone communications to leave a good impression.	Michael Virardi
15:15	16:15	1.00	Session 6 <u>Handling complaints</u> <ul style="list-style-type: none"> • What is a complaint and how we can handle it effectively to benefit our organization • Techniques on how to handle complaints • Role Playing 	Michael Virardi
16:15	16:30	0.15	BREAK	



16:30	17:30	1.00	Session 7 <u>How to think positively, final conclusions and Q & A session/ reminders</u> <ul style="list-style-type: none"> • How positive thinking can affect our own mood • The formula of Positive Thinking: E+R=O (Event + Response = Outcome) • Concluding the seminar – splitting up into teams • Questions and Answers (Q & A session) 	Michael Virardi
		Total time of instruction ***	7:00	

To make a booking or get more information, please contact Christine S. Antoniou: (tel.) +357 25811511, (fax) +357 25375118, (e-mail) christine@michaelvirardi.com (e-mail) ask@michaelvirardi.com.