



Telephone Techniques

How to be a Star



Part One **How to be a Star in the First Six Seconds**

You don't get a second chance to make a first impression

Your customers are like most people; they quickly judge the credibility, professionalism and courtesy of your organisation by how the person who answers the phone treats them.

This part ensures your customers will be immediately impressed:

- Consider the four essential elements of the first six seconds
- Detail three questions the caller is asking about you
- Identify four things you must do before taking a call
- Explain the 'Communication Model on the Phone'
- Develop a professional phone script to use every time

Part Two **Top Telephone Tips**

It can't be 'common sense' if many are not doing what is considered 'common sense'

This part provides guidelines for efficient ways to handle calls:

- List three vital attributes for a professional telephone manner
- Determine how to appropriately address the caller
- Diminish conflict by knowing how to place a caller on hold
- Discover a 'pet hate' of your callers when you transfer their calls
- List six elements of an efficient telephone message
- Address the issue of ineffective voicemail messages
- Demonstrate how to say goodbye and the three things you must never do
- Evaluate the real meaning of 'The Customer is Always Right'

Part Three **How to Handle the Tough Calls**

Practical, effective strategies you can use straight away

This part gives step-by-step guidelines on how to deal with tough calls:

- Discover the number one rule of what to say and what not to say
 - Diminish conflict by implementing the number two rule
 - Address inappropriate behaviour; the number three rule
 - Explore an easy to use script that will help defuse emotion
 - Reduce the possibility of legal issues with this technique
 - Identify two ways you should never end a call
 - Evaluate the advantages of using scripts for tough calls
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Training2live sessions provide a mix of experiential and guided learning opportunities. This requires a variety of learning techniques:

- ✓ Buddy work – two people share and work together
- ✓ Group work – table groups of four to six people who share and work together
- ✓ Social proof
- ✓ Visual slide presentation – few bullet points; strong/funny images to anchor key messages
- ✓ Action Plan - participants create their key points and new rules
- ✓ Story telling
- ✓ Lots of interaction
- ✓ Guided conversations
- ✓ Case study scenario - two day training sessions only
- ✓ Lots of fun

BIO: Victoria is a dynamic professional trainer and public seminar leader who has helped thousands of managers and their teams throughout Australia and New Zealand deal with the enormous variety of problems and challenges facing them in the workplace every single day.

Her life as a trainer started 28 years ago as an instructor in the Australian Army Reserve. During the following 23 years, as a Training Subject Master, Victoria trained over 7,000 soldiers and officers in drill, weapons and theory and was promoted to the rank of Warrant Officer.

The combination of her military skills, her accreditations: Cert IV in Training & Assessment (University of Victoria), Psychosomatic Therapy and Neuro Linguistic Programming (NLP), plus over seven years experience in presenting a wide variety of topics to a diverse group of industries has given Victoria a unique training style as well as valuable insights into people's behaviour.

She is passionate about leadership and communication skills and understands the value of having fun in training sessions. Victoria has trained groups from:

Council

- Tumut Shire Council NSW
- Gwydir Shire Council NSW
- Gold Coast City Council
- Orange City Council NSW
- Burketown Shire Council FNQ
- Central NSW Councils
- Kogarah Council Sydney
- Shire of Roebourne WA
- Kempsey Shire Council
- Lachlan Shire Council

Government

- Forests NSW
- Centrelink Tasmania
- Department of Environment and Climate Change
- Child Support Agency
- Great Barrier Reef Marine Park Authority
- Department of Human Services
- Department of Infrastructure Canberra
- Victorian Police Department

Education

- University of Wollongong
- RMIT Business School Melbourne
- Central Queensland TAFE
- Study Group Australia
- Curtin Training Solutions Kalgoorlie
- Brisbane North TAFE
- Regional SAS Reference Group
- Townsville Grammar School
- SASSPA Sydney
- University of Southern Queensland
- Charles Sturt University Wagga Wagga

Aged Care

- Aged Care Specialists Canberra
- Goodwin Aged Care Melbourne
- Carers Queensland
- Sisters of St Joseph
- Seventh Day Adventist

Medical

- Exmouth Hospital WA
- Tristar Medical Group Bendigo
- Lavery Pathology
- Hospira
- Sigma Pharmaceuticals
- Reckitt Benckiser
- NSW Rural Doctors Network
- Australian Association of Practice Managers
- General Practice North West Tasmania
- Bega Garnbirringu Health Services Kalgoorlie

Private Enterprise

- Rio Tinto Karratha
- McDonald's Australia
- Bankwest Perth
- HESTA Super Fund
- Rich River Golf Club NSW
- Hall Contracting Pty Ltd
- Century Yuasa
- AECOM Perth
- Vikings Group Canberra
- SCA Hygiene Australasia NZ
- Atlas Copco Sydney
- Australian Envelopes
- Watts Price & Associates
- Dale Alcock Homes Perth
- Hexion Speciality Chemicals NZ
- Chris Richards Group Bendigo
- Intervet Schering Plough Animal Health
- BGC Contracting Perth
- ORS Employment
- Honeywell
- Xstrata Coal NSW

Wait, there's more

- Surf Life Saving NSW
- AGL Melbourne
- ActewAGL Canberra
- Australian Trucking Association
- House of Jewellery
- Lighthouse HQ Sydney

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