

## Welcome to a Primer for Good Telephone Techniques

Ensure that each of your interactions on the phone achieves maximum impact and leaves your clients and customers happy with the organisation and your level of service

This seminar explores how to use skills and behaviours in telephone interactions that put a human face on your business.

### Target Audience

The seminar is particularly suited to those involved directly in customer/client contact and for anyone who wishes to explore how to maximise the potential in any interaction.

### Seminar Breakdown

1. Telephony – an overview
2. Telephone do's and don'ts
3. Skills yourself for successful conversations
4. Reflective practice for the regular telephone user

### Seminar Duration

The seminar runs for 2 hours.

### Business Benefits

- Improve satisfaction with your service
- Gain and maintain loyalty for your business and products
- Empower yourself and employees to maximise interactions
- Gain confidence when speaking on the phone