

# **Effective Telephone Skills for Better Service**

Date Venues (\$)Fees Book your seat

21 Dec -25 Dec 2025 Kuala Lumpur 3300 Register Now

# Objectives:

By the end of this training program, each participant will be able to:

- To develop essential customer service skills to meet and exceed customers' expectations
- To acquire customer service mindset to deal with internal & external customers
- To project world-class, professional image of the company
- To analyze different behavioral patterns of personalities and how to deal with them
- To handle complaints and defuse the conflict
- To produce an action plan to develop their own customer service effectiveness

Who should attend?

This program is designed to all customer-related employees like call centre agents, help desk operators, customer support staff and everybody who needs to impress the customers on phone.

### Course Outline:

#### Overview of Customer Care:

- Who is a customer?
- What does customer care means in today competitive world?
- Effective communication skills on phone
- Overcoming communication barriers
- · First & last impression
- · Customer is a loyalty!

#### Essential skills:

- Effective customer service mindset
- Active listening Skills ( reading between the lines)
- Effective Questioning techniques
- Assertiveness behavior
- · Developing energetic, positive tone of voice

### Key telephone skills:

- Telephone courtesy
- Using positive language
- · Taking & giving information / messages
- Closing the call
- The importance of follow up

Customer's behavior:

- Understanding customer's viewpoint
- Managing customers expectations
- Different kinds of customers
- · Personalizing services
- Sweep customers off their shoes!

# **Defusing Conflicts:**

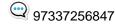
- · The nature of complaints and its impact on business
- Dealing with emotions
- Overcoming customer resistance
- Finding common ground
- The steps to resolve problems
- Follow up, follow up, follow up!

# **Customer Care Strategies:**

- Mastering your business
- Customer follow-up
- Continuous improvement

# WORKSHOP STYLE:

A mixture of short presentations, interactive discussion, individual exercises and group work. The emphasis throughout is on a practical approach using case material and examples.



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