

Jo Bunker Training

Course: Dealing with Difficult Telephone Calls

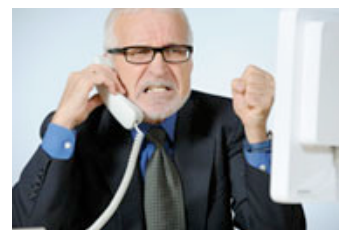
Who should attend?

All employees who have to deal with angry customers and conflict while on the telephone in their work.

Overview

This interactive 1-day course is designed to equip telephone staff with the knowledge, tools and tips needed to communicate effectively with customers on the telephone in a confident, friendly and effective way.

Delegates will examine practical techniques to create a good impression, ask the right questions, handle complaints and defuse difficult situations, sound confident and respond professionally under pressure.



Focus and Benefits:

- . Providing increased professional image – creating the right impression
- . Creating more calm and flexible staff – who handle complaints effectively
- . Building competent and appropriate customer rapport – exceeding customer expectations
- . Picking sensible interventions and conflict reductions
- . How to successfully re-focus after difficult situations

Course Information:

The Telephone Conflict Training is normally a full-day course, although it can be delivered as a shorter course for a specific delegate group or as a refresher.

Sessions can also be tailored to clients' requirements and your organisation's specific needs.

On completion all delegates receive a Certificate in Conflict Management and Personal Safety Certification.

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