

Telephone Techniques Seminar

Designed for: Those who would like to improve their telephone communication skills.

Prerequisites: None.

Objectives: To acquire a confident and friendly telephone manner. Develop the skills necessary to deal with awkward situations and the taking and passing on of messages in a professional manner.

Cost: 5500 (MUR)

Course Content:

- Improving communication skills
- The importance of voice and attitude
- Learning what to say and what NOT to say
- Developing effective listening skills and questioning techniques
- How to sound confident and helpful
- Understanding the customer needs
- Handling awkward situations and calls
- Taking messages, handing over and re-routing calls