



Telephone Etiquette and Frontline Reception Skills

1 Day | R2, 950 (ex VAT) | (Public price per delegate.
Significant onsite discounts apply).

Why you should attend this course?

A friendly and professional receptionist immediately creates a fantastic first impression in the customer's mind. Just from that first contact, their impression of your organisation is one of being efficient, customer service oriented and professional. Unfortunately, not everyone is born with a clear speaking voice, professional tone or appropriate dress sense; but these are skills that can be easily acquired with the right training.

This essential 1 day course will teach you how to improve the way you answer the phone, as well as eliminate any annoying telephone habits that may make you sound less professional. Attend this course and discover how to always sound and look professional, greet visitors competently and give the very best "first impression" to callers or visitors.

Who should attend this course?

Frontline Receptionists, Administrative Assistants, Customer Service Assistants

What can you expect to learn?

- Creating a favourable "First Impression" that will last in the callers mind
- Developing a Professional Telephone Voice by using a simple 5 step process
- Analysing your own current telephone style to identify and eliminate any habits that may irritate or annoy callers
- Applying methods for turning a negative situation or response into an extremely positive experience for the caller
- Understanding how to deliver customer service over the telephone that will set your company apart from the rest
- Handling multiple calls and deal with impatient people without becoming stressed and short with callers
- Understanding your common "Telephone Tyrants" and other difficult callers to enable you to deal with them quickly and professionally
- Applying some lifesaving tips that really help when you have to put callers on hold or screen calls for someone else
- Terminating your conversation with courtesy and with professionalism, even if it's a chatty caller who doesn't want to hang up
- Deal professionally and graciously with aggravating people and stressed colleagues, allowing you to remain calm, efficient and in control of emotional and conflict situations at all times
- Communicate effectively with people from the top of the organisation down, to ensure you continually reinforce your professionalism and gain the recognition you deserve
- Learning practical techniques to deal professionally and decisively with a variety of "tough" everyday conflict situations that you may be called on to handle at work



Training Outcomes / Comprehensive Programme

Assessing your Communication Strengths and Weaknesses

- Assess your own communication style
- How to identify the wants, needs and expectations of others
- Identifying the barriers to communication
- How to increase your ability to communicate and “read” people
- Understanding the importance of listening in effective communication
- Developing sound questioning techniques for improved communication

Boosting your Communication Skills by Integrating Social Intelligence and EQ into your Communication Style

- Learning how attitude helps or hinders communication
- Changing your thinking from negative to positive
- Developing effective questioning and listening skills
- Learning to read body language to ensure you always gauge a situation accurately

Essential Etiquette for Telephonists

- Introduction to the importance of the telephone and customer service
- How to greet every caller in way that makes a positive first impression
- Understanding why transferring calls, screening calls, and placing calls on hold are three seemingly simple tasks that are really major “danger zones”
- Discover ways to avoid irritating callers or giving the impression that they are being “pushed” around the office
- Learn how to handle a range of delicate situations in a way that makes the interaction as pleasant as possible for the caller
- Examine your own subtle and not-so-subtle

Surviving Telephone Tyrants

- Learn to recognise different types of telephone tyrants and gain an understanding of how to deal with each type
- Practice techniques for reducing the emotional impact of difficult callers and methods that can turn a stressful encounter into a positive interaction

Often it’s not what you say, but how you say it and the Power of Word Choice

- Learn why voice tone is a critical factor in successful telephone communication and how attitude toward a caller affects voice tone.
- Practice using the power of voice tone to create images, carve out impressions and deliver a carefully crafted communication to the caller
- Why words take on an added importance in a telephone conversation with body language removed from communication
- Discover the skill of choosing the right word or phrase to send the best message
- Practice using Motivating Phrases, Affirming Phrases, Responding Phrases, Visual Words, and other PHONE POSITIVE vocabulary techniques that build rapport, keep calls on track, and gather necessary information

Managing your Time when on the Telephone

- Learn proven ways of terminating a chatty conversation, and politely bringing the caller to the point
- Discover how to use active listening to prevent misunderstandings and get it right first time
- Ways to deal with multiple callers or a switchboard that is going “crazy”

Being Assertive

- Understand that effective secretaries should be confident and assertive
- Look at the key cornerstones of confidence
- Explain what they could do to improve their current levels of confidence by building on their strengths
- Explain why assertive communication is so important
- Assess their overall current levels of assertiveness
- Explain the concept of assertiveness rights
- Discovering why assertive communication is so important in solving conflict

Discovering How Conflict in the Workplace Arises and How to Deal with it Effectively

- Understanding where communication problems can lead to conflict
- Knowing what to do to improve your ability to communicate and to “read” people
- Understand your own approach to conflict and your own power basis
- Building awareness of how cultural differences have an effect on communication, perception and conflict management
- Discussing various conflict situations Administrative Professionals are faced with –and how to deal with them:
- Not transferring calls through to your boss
- Dealing with angry customers or clients
- Dealing with grumpy suppliers
- Coping with colleagues or bosses who are having a bad day!

Understanding Business Etiquette and Business Dress Codes

- An overview of required and acceptable business etiquette
- Embracing cultural differences in terms of business etiquette
- Greeting, meeting and introducing people professionally in a business setting
- Initiating a conversation with a new business associate, making constructive small talk and then ending the conversation on a high note
- Networking effortlessly with possible contacts, taking the opportunity to discover new ways to expand your contacts
- Conducting yourself positively during meetings, participating professionally and voice dissent when needed while at all times being taken seriously
- Entertaining staff, clients & customers while displaying the proper etiquette in all things from Table Manners to Toasting
- Learning why discretion is important when talking to outsiders about your company, and how indiscreet disclosure of information could harm your company
- Aligning your wardrobe choice with your particular company and office environment