

# Telephone Skills

Date: Thursday 9 December 2010

Time: 9am - 12noon

Venue: Brock Road

Cost: £75

Tutor: Lucy Mallett

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## Course Description

The telephone is one of the most familiar pieces of equipment in offices and is widely used to communicate to both internal and external customers/clients. The telephone not only projects your image to the receiver but also the company's image and therefore if the call is not always dealt with in the correct manner it can result in loss of business.

This course will enable delegates to develop, or refresh, their skills and techniques to make and take calls effectively. Delegates will learn to develop the professional interpersonal and communication skills required to deal with clients confidently over the telephone including giving and receiving information, building rapport and dealing with difficult callers.

## Course Content

- The advantages and disadvantages of telephone communication
- Creating the right impression of yourself and your company
- Communicating confidently with professionalism and clarity of your voice
- Handling difficult calls
- The importance of active listening and asking the right questions
- Closing calls confidently with agreed actions

Please contact Martine Ellis at the Guernsey College of Further Education on 737925 or email [martinee@gcfe.net](mailto:martinee@gcfe.net) to book your place.