



*Delegates enjoying a telephone communication exercise.*

# Telephone Excellence

## Refining your call handling skills

A thoroughly interactive training workshop plus live call coaching to allow all call handlers to examine and refine their complete range of skills when handling customers on the phone.

Suitable for all teams who use the phone to handle customer issues, problems, queries, claims.

The workshop can be split into 2 days separated by a couple of weeks. The morning involves a lively workshop covering the skills and after lunch all delegates receive 1 hour's of intense personal coaching helping them to put into practise what they have learnt. Very powerful

### Day 1

- Call handling model
- Choosing your mood
- Rapport building
- Vocal cosmetics
- Assertive influencing
- Live coaching

### Day 2

- Questioning skills
- Signposting
- Listening
- Summarising
- Handling difficult calls
- Live coaching

- A morning's workshop followed by live afternoon coaching to help them put their new skills into practise.
- Lively and engaging training methods
- All the skills on the workshop have been modelled from top performing call handlers
- Ideal for both new and experienced people alike
- Highly practical sessions – everything can be used in the afternoon on live calls. Immediate impact.

As a result of their refined skills, your call handlers will enjoy their calls more, be able to handle all queries professionally, deal with difficult calls proficiently and your customers will have an experience that they deserve.

**Call now to discuss how we can tailor the workshop for your teams**



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