

PERFECTING YOUR TELEPHONE SKILLS

“Master Phone Communication to Engage Customers, Build Rapport, and Deliver Results.”

Schedule

Venue (In-house)	Fees
At Your Organization Premises	Ask For The Quotation

► **Available delivery methods:** In-House Training

Introduction

In today’s business environment, the telephone remains a critical tool for professional communication, customer service, and sales. The ability to communicate clearly, confidently, and persuasively over the phone can significantly impact relationships, reputation, and organizational success.

The Perfecting Your Telephone Skills course equips participants with practical techniques to enhance their phone communication effectiveness. Through role-plays, real-world scenarios, and structured exercises, participants will learn to manage conversations professionally, handle difficult calls, and deliver messages that engage, influence, and create positive outcomes.

Objectives

By the end of this course, participants will be able to:

- Demonstrate professional phone etiquette in all business interactions.
- Establish rapport and build trust with clients and colleagues over the phone.
- Listen actively and communicate clearly to prevent misunderstandings.
- Handle objections, complaints, and difficult conversations effectively.
- Apply techniques to influence and persuade during phone interactions.
- Manage time and prioritize calls for maximum productivity.
- Create memorable impressions that reflect positively on the organization.

Why Attend

Telephone communication remains a primary touchpoint between organizations and their stakeholders. Poor phone skills can damage relationships, reduce efficiency, and result in lost opportunities. This course helps participants develop polished, confident, and result-oriented phone skills, ensuring they make a professional impact with every call.

Target Audience

This course is ideal for:

- Customer Service Representatives
- Sales and Business Development Professionals
- Receptionists and Administrative Assistants
- Call Center Agents
- Managers and Team Leaders who handle phone communication
- Anyone seeking to improve professional telephone interactions

Individual Benefits

Participants will learn to:

- Communicate with confidence, clarity, and professionalism.
- Handle challenging calls and resolve conflicts effectively.
- Build rapport quickly and influence outcomes positively.
- Improve listening, questioning, and verbal communication skills.
- Increase personal effectiveness and professional credibility.

Organizational Benefits

Organizations will benefit from:

- Improved customer satisfaction and loyalty.
- Enhanced brand reputation through professional phone interactions.
- Increased sales and business opportunities.
- Reduced communication errors and misunderstandings.
- Higher productivity and efficiency in call handling.

Instructional Methodology

This course is delivered through a practical, interactive approach, including:

- Instructor-led discussions and demonstrations
- Role-playing and call simulations
- Real-world case studies and problem-solving exercises
- Feedback and coaching for continuous improvement
- Structured templates and scripts for different call types

Course Outline

Module 1: Introduction to Telephone Communication

- Importance of telephone skills in business
- Common mistakes and barriers to effective calls
- Principles of professional phone etiquette

Module 2: Building Rapport and Engaging the Caller

- Voice tone, pace, and clarity
- Active listening and empathy
- Techniques for establishing trust quickly

Module 3: Managing Conversations Effectively

- Structuring calls for clarity and efficiency
- Asking the right questions and clarifying needs
- Handling objections and difficult callers

Module 4: Persuasion and Influence Over the Phone

- Techniques for persuasive communication
- Upselling and cross-selling strategies
- Delivering messages that prompt action

Module 5: Professional Call Closing and Follow-Up

- Summarizing key points and confirming action items
- Leaving positive impressions and maintaining relationships
- Tracking and following up effectively

Module 6: Capstone Workshop – Simulated Call Practice

- Role-play challenging call scenarios
- Personalized feedback and improvement strategies
- Developing an action plan to perfect telephone communication

Certification

Upon successful completion, participants will receive a Certificate in Perfecting Your Telephone Skills, recognizing their ability to communicate professionally, handle calls confidently, and achieve effective outcomes over the phone.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

In-House / Customized Training

Interested in running this course for your team?

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