



Putting Your Best Voice Forward: *Useful Telephone Skills and Etiquette*

21 Jan 2008, Furama Riverfront Singapore

with

Rebecca L Morgan

International speaker, best-selling author & trainer



FREE copy of "Telephone Courtesy and Customer Service" for all attendees!

Why This Workshop

You may have been the voice of your organisation and the first point of contact that your external customers have with the organisation. From the way you sound, speak and answer queries, your customers would form the first impression of your organisation. Would their first impression of your organisation be a positive or negative one? Would they detect a smile or a grunt behind the phone line?

Handling and managing telephone calls is a **simple yet important** task. The role you play is very critical but have you been taught or trained on how best you can manage calls professionally and effectively?

- Have you wondered how to properly answer the phone, put people on hold politely, and screen calls for others?
- Would you like some tips on managing multiple calls, taking clear messages, and probing for needed information from your caller?
- Would you like a consistent way to manage phone calls so everyone in your company and department follows the same procedures?
- Would you like to know how to handle upset callers?

If you have answered 'Yes' to any of the above, then this seminar is for YOU!

This workshop is highly interactive. It includes self-assessments, video demonstrations, exercises, large and small group discussion, role play/practice and review

Key Learning Objectives

Participants will:

- Understand preferred company telephone procedures
- Know how to answer their phone for maximum customer sensitivity
- Know how to properly transfer calls
- Understand common telephone annoyances
- Understand why telephone courtesy is important
- Know how to politely transfer calls, take messages for others, leave succinct messages for others, and get off the phone when the conversation has ended
- Understand advanced situations, like calming upset customers on the phone, and identifying and adapting to the caller's communication style

Key Benefits of Attending

You'll learn commonly accepted ways to politely and professionally respond to callers.

You may have been taking care of callers for years. But did anyone ever teach you the most commonly preferred techniques? We'll go over the nuances that may have been missed.

You'll learn how to take clear messages, prepare for outgoing calls, and close the conversation so you can get back to your other work.

There are subtleties in being polite yet thorough in your conversations. We'll give you tips to help you be more effective.

You'll learn how to properly balance in-person customers along with call-in customers.

Both customers are important, so you'll learn how to take care of both without annoying either.

Who Should Attend

This seminar is especially beneficial to all those who work on the front lines (sales, front desk, complaints, feedback) and on the phones, representing their organisations. An ideal training programme for:

- Switchboard operators and Receptionists
- Secretaries and Personal / Admin Assistants
- Call Centre / Contact Centre representatives
- Telemarketers
- Customer Care Officers

Key Topics Covered

- Why is telephone etiquette important?
- What have you experienced that is a turn-off on the telephone?
- What are some of the challenges of always handling callers politely?
- Video viewing and discussion "*Telephone Courtesy & Customer Service*"
- Tips on important aspects of telephone communication
 - Answering politely: Identifying yourself and your department
 - Probing for needed information
 - Responding to inquiries professionally
 - Taking clear messages
 - Placing callers on hold
 - Transferring callers appropriately
 - Managing multiple calls
 - Handling calls for others
 - Closing the conversation
 - Preparing for outgoing calls
- Using phrases that are positive
- Using voice mail effectively
- Listening attentively
- Advanced techniques
- Handling phone calls while helping in-person customers
- Managing call backs at the time you promised
- Managing upset callers
- Dealing with callers when you're feeling harried
- Understanding the communication style of your caller and adapting for effective communication

Bonus - Customised Individual Assessment for Attendees

Prior to the seminar, you will be given an online assessment to find out your preferred communication style. Along with the assessment, you would get your personal customised report which would be used for discussion during the seminar.

You will learn to understand other people's preferred style of communication, how to determine the caller's style over the phone and how best to adapt to them. These advanced techniques learnt would teach you how you can best interact with repeat customers, or those with whom you interact often.

About Rebecca Morgan

Rebecca, Certified Speaking Professional, Certified Management Consultant, is known internationally as an expert in increasing customer satisfaction and revenue. She's appeared on or in dozens of international, national and regional and industry media like Oprah Winfrey Show, 60 Minutes and USA Today. She was retained by Microsoft in 2002 as their Workplace Productivity Spokesperson.

Rebecca is the author of several popular and best-selling books which include: **Calming Upset Customers**, **TurboTime: Maximising your Results through Technology**, **Life's Lessons: Insights & Information for a Richer Life**, **Best Practices In Customer Service**, **Inspiring Others to Win**, **Professional Selling: Practical Secrets for Successful Sales** and **Speaking Successfully: 1001 Tips for Thriving in the Speaking Business**.

REGISTRATION

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Registration fees: S\$495 nett per person

(Team discount is available for a team of 3 or more delegates)

For enquiries / registrations, contact

Partners Conference & Event Management Pte Ltd (Reg. No. 200210370R)

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Fax: 65-6288 1293

Email: enquiries@partners-conference.com

URL: www.partners-conference.com

YES! Please register me / us:

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