



Contact Centre Skills Series

Telephone Communication Skills

When: <As Required>

Duration: 1 day

Time: 9.30-4.30

Where: <Venue of your Choice>

When you are working on the telephone your communication skills are crucial. This one day investment will refresh and develop your verbal communication and listening skills to make your conversations easier and more effective.

On the telephone we have no visual cues to follow such as facial expressions, body language etc and the person on the other end cannot see ours either. We may be operating a system at the same time as we are talking on the telephone, so how well are we really listening? Just one missed inflection can cause rapport to be lost and a call to escalate. This course will give you practical tips to be the best communicator you can be.



Who should attend?

Coaches, floor walkers or team leaders with coaching responsibilities in a contact centre environment and those identified as future coaches.

Learning Outcomes

- * **Recognise the importance of how you sound and the words you use when on the telephone.**
- * **Recognise the constituent parts of the voice tone and the image that these give.**
- * **Think about accent, dialect and how you can code-switch depending on the situation.**
- * **Assess your listening skills and learn how to develop them further.**
- * **Recognise ways to build rapport over the telephone and to recognise what can destroy rapport.**
- * **Build an action plan for the on-going improvement of telephone communication skills.**

About Real Results Training and Carolyn Blunt

Real Results Training is a North West learning and development consultancy that specialise in people skills. Carolyn Blunt is the lead consultant and founder. Carolyn has worked in strategic positions for Tesco HQ and Fujitsu Services Ltd, the world's third largest IT company with geographical responsibility for the Call Centre Division in Northern England and Ireland.

Carolyn was responsible for people development strategy, analysing training needs, designing programmes, delivering training, evaluating programmes for the 1000 Call Centre employees and management. Fujitsu Services Call Centre Division was Highly commended by National Training Awards 2002, Winner of European Call Centre Awards for Best People Development Programme, 2002. Real Results is a preferred supplier for the University of Central Lancashire. Carolyn has most recently worked with clients such as The University of Manchester, Vertex, Woolworths and United Utilities. Carolyn's operational experience, people development knowledge and engaging delivery style ensure a unique learning event.

Testimonials

"We have never had such positive feedback. I will have no hesitation in recommending Real Results to my colleagues and contacts in the future."

Mike Taylor, United Utilities

"Thoroughly enjoyable and useful. Hard to improve the format" **SMART Telesales**

"Excellent trainer delivery" **Carphone Warehouse**

Register now!

Tel: 0161 408 2003 • Fax: 0161 338 8099 • Email: hello@real-results.co.uk

Fees

To attend this one day workshop

£ In-house (on your premises) £POA + VAT for up to 15 participants

Contact Real Results Training

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