



TELEPHONE EXCELLENCE (2 DAYS)

THIS COURSE IS ACCREDITED TO UNIT STANDARD:

Title:	Process Incoming and Outgoing Telephone Calls
Unit Standard ID:	7790
NQF Level:	3
Credit Value:	3

INTRODUCTION

The **Telephone Excellence** programme covers all key aspects of proper conduct and practices in the reception area and equips front-line telephonists with the practical skills to operate productively and efficiently in this environment.

This workshop is also designed to encourage new and experienced front-line staff to interact, and to discuss the challenges of their position, solve problems and enhance their motivation and commitment to this critically important role.

REFERENCES

“The course is brilliant and gave me an added advantage to my skills development.” ~ Arshall Sampson (SASSETA)

“I have enjoyed the course thoroughly. I have learnt how to conduct myself with telephone calls and how to handle the clients.” ~ Lorraine Beck (SAMRO)

“The course was fulfilling and relevant to my day to day work. I truly appreciate every moment.” ~ Poppy Phatshoane (SAMRO)

“I learnt a lot from the professionals who are very good, keep it up.” ~ Tebogo Matjila (Department of Labour)

“Open floor training session which helped us express ourselves. The facilitator’s knowledge of subject was far beyond excellent.” ~ Tshepo Phele (Mmela Financial Services)

WHAT THIS COURSE CAN DO FOR YOU...

- Employing effective telephone etiquette
- Answering the telephone according to organisational standards
- Processing incoming calls according to organisational standards
- Processing outgoing calls according to organisational standards
- Using the telephone effectively in a business environment
- Importance of answering the call in a professional manner
- Taking accurate messages and relaying effectively and timeously to the recipient
- Transferring the calls and keeping the client informed of delays
- Assisting customers with requests.
- Improving communication skills, questioning and listening techniques.
- Dealing with difficult callers

TARGET AUDIENCE

A universal, essential skill for all employees. Professional telephone skills whether outbound or inbound are key to client development and retention.

COURSE CONTENT

Effective Telephone Etiquette

- Telephone etiquette principles
- Interoffice manners
- Voice modulation
- Open Communication
- Positive language
- Solution vs. problem orientation
- Weak words and expressions to avoid
- Discretion and Confidentiality

Answering the Telephone

- Promptness
- Greetings
- Announcing a call
- Answering for someone else
- Meeting callers expectations

Processing Incoming Calls

- Transferring and redirecting calls
- Handling multiple calls at once
- Placing callers on hold
- Words and phrases to keep callers 'cool'
- Screening calls
- The difficult caller
- Taking messages
- Persistent callers

Processing Outgoing Calls

- Preparing and planning the call
- Making calls for management
- Returning calls and following up
- Answering devices
- Closing conversations
- The telephone checklist

Dealing with Difficult Callers

- Handling irate customers
- Handling persistent clients
- Handling talkative clients
- Handling the impatient customer
- Handling the confused customer
- Handling threatening telephone calls

Observation Checklist

Knowledge Questionnaire: Formative Assessment

Personal Accountability & Commitment Plan

TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role plays
- Break-away sessions
- Relevant business exercises
- Presentation
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through 'doing' where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

POST COURSE ASSISTANCE

“Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation. Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.



Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

On-Line Knowledge Hub

All delegates attending Kwelanga Training courses have **FREE** access to post course on-line resources. Up-to-date, convenient and easily accessible information, relevant to the programme attended, is available. Tools include case studies, articles, exercises and other valuable information which will reinforce course content and assist in transferring knowledge and skills to the workplace.



OUR COMMITMENT TO YOU ...

Kwelanga Training's Commitment

*To develop and inspire each individual to be the best that they can be.
To assist clients in the transfer of skills and positive behaviour change.*

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