



*“Learn to make a personal connection over the phone”*

### This course is designed for:

- Customer Service Representatives
- Customer Support Specialists
- Receptionists
- Credit or Accounts Receivables
- Anyone who uses the phone as a method of conducting business

### Our results:

*“When I asked them verbally and randomly about their rating of your course, on a scale of 1-10, the lowest rating I got from anyone was a 9. I think that alone speaks volumes about how much application and motivation they received from the training.” really impressed with the instructor's training and communication skills.”*

- Grace Christiansen  
Customer Support Manager

## Summary

Learning to make a personal connection with our customers is critical but there is just one thing in the way - the phone. This 1/2 day seminar focuses on the only reality that matters; the customer's. All we have at the end of our phone conversation is the customer's impression of our company. This seminar will teach employees that every word and action contributes to that impression, giving them not only the skills, but the motivation to make every call count!

## Course Content

### Communication Skills

- Establishing a connection in the opening of the call
- Building the connection through understanding and relating to the caller's communication style
- Using the 5 basic communication skills to the fullest while providing sales and service expertise
- Developing “I can” language and other positive phrases

### Professionalism

- Providing efficient service and sales expertise
- Learning to recognize and respond to the basic human needs of all customers
- Handling upset and angry callers by extending empathy and preserving the relationship
- Even the basics count; handling transfers, holds, and voicemail like a professional

### Attitude

- Examining attitude in our personal service interactions
- Showing a positive caring attitude through words, tone, and inflection and actions

*Note: This course uses interactive exercises, video segments, and hands on skill practices to teach and reinforce the above skills. Our trainer will meet with your management to build in business specific examples and reinforce improvement areas for your team. Who said learning couldn't be fun!*



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