

## **COMPETENCE ON THE TELEPHONE (3.5 hours) (Learn Professional Telephone Skills in this Workshop)**

1. *Business comes knocking on the Telephone.*
2. *Common errors that ruin your image*
3. *Simple techniques that WOW! the caller*  
Useful tips that are easy for you, and also make a good impression on the caller
4. *The 5 C's of Competence*  
Courtesy, Caring, Conversant, Commitment, Cheerful
5. *How to answer calls positively*  
Never say "No", Give alternatives, Helping the Caller to do business with you
6. *The Professional Way to transfer a caller*  
Some serious errors that happen everyday  
How to eliminate these errors  
Useful techniques to make transfers productive
7. *How to take messages in a responsible manner*  
The manner you take a message can WOW the caller! Creates high goodwill for the company. Callers feel good to do business with you.
8. *10 Commandments to deal with the difficult caller*  
Step-by-step guide to deal with callers who are rude, complaining or aggressive  
Keeping calm and professional
9. *Training film on Telephone Competence (23 mins)*
10. Spot quiz to assess participants' learning