Training Topics:

- **Understanding the difference between face-to-face and telephone conversations**
  - Exercise: help the blind partner
  - Questionnaire: telephone etiquette

- **Important components of a dialogue:**
  - P – Pitch
  - I – Inflection
  - C – Courtesy
  - T – Tone
  - U – Understanding
  - R – Rate of speech
  - E – Enunciation

- Handling mistakes

- **Building customer relationships:**
  - Building rapport
  - Empathy
  - Ownership and accountability

- Handling irate customers

- **Probing skills**
  - Activity: probing techniques
  - Probing questions
  - Checking facts

- **Tips for telephone etiquette**
  - Using non-verbal encouragement
  - Using supportive statements
  - Keyword repetition
  - Forbidden phrases

- Exercises: telephone etiquette
Five phases of a call:
- Opening
- Collecting/verifying information
- Listening
- Resolving/providing solutions
- Closing

Hold procedure
Handling ‘Dead Air’
Role plays: telephone skills

**Training Hours:**

The duration of the training program will be 8-16 hours