

Customer-oriented Calling

Customer-oriented calling is a blended phone course suited for those who have a large number of internal and external phone calls, and who want to lay a solid foundation for their own phoning skills. In this phoning course, you will learn how to make contact by phone, how to make an excellent impression, and how you can show the customer that you are really interested in him. Under guidance of our very professional phone coaches, you will handle real practice cases, so you can learn how to deal with unsatisfied customers and how to bring 'difficult' phone calls to a good end. Briefly, both you and your organization will benefit from this course Customer-oriented Phoning.



You wish to learn more about this course? +31 (0)541 - 663 029 or info@jahetwerkt.nl

Programme

- Phoning methodologies;
- Get a grip on a telephone conversation;
- Learn how to use expectation management;
- Follow up and handle difficult conversations effectively and professionally
- Enhance listening skills and learn to listen empathically;
- Increase your service and politeness quotient;
- Understand the general etiquette and aspects of professional telephone use
- Take and pass on incoming calls in a professional way;
- In this phoning course, you will learn how to lead a conversation by asking the right questions using efficient question techniques.

Outcome

- Make uniform commitments on handling phone calls;
- Understand everything that comes with phone conversations;
- Be better prepared to deal with angry and emotional phone conversations;
- Recognize and counter the four (fake) objections and false arguments;
- Acquire conversational techniques to effectively ask questions at the right moment;

- Detect the tools you get to find out what the real need is;
- Understand the human and psychological background of a phone conversation;
- Understand methodologies how to effectively deal with several kinds of difficult types.

Specifications

Number of participants

6 to 18 persons

Blended Training forms

- Independently via an online programme;
- As a 1 day- or 2 day-course, depending on preliminary knowledge
- As a programme over several (2-4) day parts.

We adapt the content to organisation objectives, knowledge and experience, time available, learning style, budget, and development wish of the participant(s).