



Refine-IT

Communication and Telephone Training

Course Description – Effective communication skills are key to influencing others and to establishing and maintaining good relationships as well as projecting a professional image.

This interactive workshop describes how to achieve mutual understanding and greater clarity in interpersonal communication which will in turn enhance customer relationships. It will develop and refine communication skills through role-playing activities, discussions, exercises and theory

Objectives:

- Identify barriers to communication
- Identify verbal and non-verbal communication techniques
- Employ active listening techniques
- Recognize effective telephone techniques
- Employ influencing techniques
- Use appropriate terminology for different audiences

Communications (part 1)

- Communication Overview
- Identifying Barriers to Communication
- Defining Communication
- Results of Miscommunication
- Interpersonal Communication
- Communicating with Customers
- The Pitfalls
- Dealing with Difficult Customers
- Active Listening versus Hearing
- Verbal Communication
- Choosing and Matching Language
- Appropriate Language
- Review

Telephone skills (part 2)

- Effective Telephone Techniques
- Voice Matching
- Telephone Tips
- Voice Mail Guidelines
- Influencing Skills
- Influencing Factors
- Preparing to Influence
- Influencing Others
- Influence or Manipulation
- Workshop Review
- Review
- Post-Workshop Assessment

If you would like to know more about any of the topics please contact Marie on 01689 877117 or by email at marie@refine-it.co.uk

