



Professional phone calls

...Tips and tricks for frequent callers

The telephone is one of the most important communication channels in our professional life. It is the voice and often the first contact point to customers. The right behaviour on the phone can significantly improve the customer satisfaction. This training includes practical methods and tools to improve your impact on the phone. In addition, you will learn how to professionally deal with difficult customers and situations on the phone as well as increasing the awareness about your impact on the customer.

Contents:

- Basic communication skills on the phone
- Professional dealing with different customers on the phone
- Impact of your voice and body language on the phone
- Influences during a phone conversation
- Handling of typical conversation situations
- Tips and tricks for call acceptance, call handling and call termination

Your benefits:

In the seminar you will learn, ...

- what to consider when preparing and forwarding phone calls
- how to optimise your impact on the phone
- how to successfully conduct phone conversations
- how to deal with difficult customers and critical situations
- how to adjust to different conversation partners

Target group:

Employees with regular customer contact on the phone (e.g. customer support, helpline / hotline and technical support, service and sales back office)

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