

Telefontraining

"I would like to talk to you again"

The phone – the audible business card of the company

Initial situation:

Everyone can make calls – very few people are trained properly. The telephone is the most important communication medium in everyday business. It's still ahead of the internet. Hence telephone calls are more than ever the business card of a company. But how do you conduct conversations best? How do you start and conclude successfully? Which techniques do you use to make customer-friendly telephone conversations?

Target:

In this seminar you will learn how to make professional and customer-oriented calls. You will get to know techniques and strategies to master even difficult situations during a conversation. You will be trained in successful telephone conversations. You will learn to refine your own effect on the telephone and to approach your conversation partner competently and friendly in every situation. At the end of the seminar, you will be able to make appealing, customer-oriented telephone calls. That will be an important advertising medium for your company.

Contents:

- Customer expectations
- Important rules for incoming telephone calls
- How to deal with the peculiarities of the medium phone skilfully
- Success comes by itself – the right conversation preparation
- The importance of the right speech and approach
- Active listening: customer-oriented call acceptance and forwarding
- Recognizing and avoiding flowery phrases in the future
- Please formulate positively
- Finishing touches on the voice: breath, articulation, rhythm
- The sovereign handling of complaints
- Using questioning techniques skilfully
- Clarifying concerns concretely and forwarding accordingly
- Responding confidently and calmly to emotionally charged expressions