

# TELEPHONE COMMUNICATION SKILLS

## Introduction

**This highly successful programme is delivered using a unique training method – Phone Delivered Training™ (PDT™). See our delivery methods page.**

**Who will benefit:** All phone workers, call & contact centre staff and help desk staff

**Duration:** A series of two-hour sessions

**No. of delegates:** Up to 6 delegates

## Optional value-add services

- Pre and post training evaluation of customer service skills through call recording
- Phone coaching for each delegate between sessions encourages the delegates to practise skills and discuss problem areas
- Training Needs Analysis prior to design and delivery to establish exact requirements for maximum programme value

***"Using 3C's innovative approach has cut our operational overheads and increased the efficiency of our call centre"***

Peter Notton, Customer Services Manager,  
Calor Gas

## Programme content

- Being confident with callers
- The words and language we use
- Preparing for the call
- Building relationships
- How to close the call
- Handling difficult callers (frustrated, angry, impatient and upset callers)
- How to stop calls being escalated
- Taking it personally – how to cope with the stress
- Role-play scenarios (team specific)
- Listening skills
- How to say no when needed
- Team specific content

## Benefits

Delegates will have:

- improved customer service levels
- reduced call escalations (taking ownership of the call)
- improved first time call resolution statistics
- increased motivation levels
- improved handling of difficult calls
- increased confidence levels
- practised skills using the phone training method – the medium in which they work



DELIVERY

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