

Milestones to Success – Telephone Skills

Listed below are some of the skills and techniques which will form an important part in your success on the **Axio Development** telephone skills training course. They are organised into 5 categories – we refer to them as the milestones to success. So that you can identify the benefits you want to gain and to measure your progress tick the circles alongside the areas that you identify as being particularly relevant to you, then prioritise the 5 main areas in order of importance: 1 being the highest, 5 the lowest. Bring this page with you to the course.

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The importance of professional telephone skills

- Challenges with telephone communication
- Benefits of more professional skills
- Non-verbal skills on the telephone
- The need to build rapport

Answering the telephone

- Guidelines, tips and techniques for handling a call
- The verbal handshake
- Holding and transferring calls
- Use of more positive language

Communication on the telephone

- Gathering the correct information
- Effective listening skills
- Questioning skills to control the call
- Communicating with differing people
- Adjusting your communication style

Handling complaints and objections

- Responding effectively to the complainant
- Handling the emotion in the complaint
- Responding to concerns and objections
- Dealing with angry, abusive and upset customers

Telephone practice

- Practice the effective use of the telephone
- Feedback and coaching
- Future skill development

www.axiodevelopment.co.uk
info@axiodevelopment.co.uk
 0161 764 1421

What will progress in these areas allow you to achieve?