

Building and Managing Telephone Relationships

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The telephone is an essential tool in today's business environment. It is a primary mode of communication, yet it is often the most misused connection. Although telecommunication is a two-way process, it relies solely on spoken words. Without the reinforcement of non-verbal cues, there is the increased likelihood of misunderstandings that can result in a poor company image, or even lost business.

Good telephone usage cannot be assumed or taken for granted; it is a professional skill that can and should be learned. The purpose of *Building and Managing Telephone Relationships* is to improve the quality of telephone communication in an environment where daily telephone usage is a reality. Most importantly, this course focuses on communicating effectively by phone in order to exceed customer expectations.

"The only certain means of success is to render more and better services than is expected of you, no matter what your task may be."

Og Mandino

You Will Learn To:

- Use techniques that enhance company image and eliminate common service frustrations
- Improve your telephone voice
- Understand and enhance listening skills
- Successfully demonstrate service excellence over the phone

You Will Benefit By:

- Effectively building and cultivating telephone relationships
- Increasing your personal level of professionalism
- Knowing how to handle difficult situations with confidence