



YourOwn

YourOwn Institute of Training and Professional Development



TELEPHONE SKILLS AND CALL HANDLING ESSENTIALS

TELEPHONE SKILLS AND CALL HANDLING ESSENTIALS

Telephone communication skills & call handling etiquette are essential for every person who answers the phone or makes calls to customers, since this specialist creates a particular image of the organization. Apparently, you want this image to be as good as possible. The ability to solve problems and tasks effectively determines professionalism both of your organization and a person who interacts with customers, your call center specialist must know how to control a conversation over the phone. Telephone skills are one of the most in-demand ones in the business world. However, undertrained people who handle calls poorly can cost your business a significant amount of money.

This telephone skills course provides the necessary knowledge required for everyone who makes and answers calls on behalf of the organization. Throughout this phone skills training, attendees will learn how non-verbal impacts their voice, how to use it to their advantage, and how to master their voices to get results they want from this type of communication. Participants will explore how they should structure a call and ultimate techniques to control conversation over the phone. Both handling incoming calls and making outbound calls will no longer be an issue after this telephone skills training. At the end of the course, we cover the best practices of coping with concerns, objections, and complaints that are accompanied by techniques on how to deal with anger and prevent escalation of the conflict.

Receptionists, call center agents, support and administrative staff and people who spend most of their days speaking on the phone will find this telephone techniques training beneficial and can expect the following objectives to be covered:

- Learn how to handle calls of any difficulty with professionalism and confidence
- Practice the voice techniques to improve the effectiveness of your communication over the phone
- Know how to structure your telephone communication to handle a call with professionalism
- Improve your questioning techniques for better control of the conversation

- Become a master of coping with caller's objections, and complaints

WHO SHOULD ATTEND

- Front Desk Executives and other Personnel
- Receptionists
- Administrative Professionals
- Customer Service Agents and Staff
- Call Centre Staff
- All staff who communicate with internal & external customers
- Anyone who wants to improve telephone skills and learn how to handle calls professionally

WHAT WILL YOU GAIN

- Handle a customer's concern or objections more effectively
- Be able to get or deliver required information concisely and precisely
- Become an exceptional front line for your organization
- Practice the best techniques for handling complaints on the telephone
- Boost your confidence and reduce fear in dealing with all types of callers
- Identify the verbal, non-verbal and vocal aspects of telephone skills
- Adjust your language and voice to different scenarios and callers
- Learn how to adapt to the caller's communication type for better results
- Master your listening and questioning skills to advance your call control
- Understand how to handle and manage the angry caller
- Deliver excellent customer service to make your organization stand out

WHY YourOwn?

- Online and On-site classes
- 12 hours of practical sessions (2 day session for Corporates)
- Experienced and Professional speakers
- Practice sessions in the class
- Personalised doubt clearing sessions with the Trainer
- Mock presentations
- Identify weak areas per topic that require additional practice with the help of performance metrics and reports
- Free webinars/seminars/workshops
- Free career Counselling
- Free Interview technique classes and CV writing Tips
- Free demo sessions
- KHDA approved certificates

ABOUT US

YourOwn Institute of Training & Professional Development is established in May 2021 with the approval from DED & KHDA-Dubai.

A set of experienced Educational Experts, world class Trainers and Professional consultants who know the need and pulse of the working force, are behind this venture. This Institute is developed after doing immense market survey from the working force and the Corporates. We collected feedback from them and realised what they want exactly to upgrade in their professional career.

As the name suggests it is 'YourOwn Institute'. We are committed 100% Customer happiness. Excellent consultation, career counselling based on TNA and world class training are our highlight.



We at YOI, offer you a wide range of Professional courses. Whichever field you are working, we have a course for your Professional Development. We provide a complete exam preparation for Professional courses like ACCA, CIMA, CMA, CPA, CIA, CFE, CAMS, IATA courses, international HR Certifications, PMP, Six Sigma, NCMA programs and many more. Besides these, we have KHDA certificate programs on Airline and travels, Accounting and finance, Engineering, IT, Languages, Logistic and Supply chain and courses related to Management. All these courses are approved globally and attracts employment opportunities from Multinational companies.

We at YourOwn Institute also provides excellent coaching and training for the Corporates. We have a team of Professionals who can tailor made and customize the programs for you in a very affordable budget and we guarantee your satisfaction as an end result. We also offer you one day and two-day workshops to upgrade the skills of your employees.

We are offering both Online and on-site classes. We are open to conduct the classes at our premises, your company premises, Hotels or any venue according to your convenience. We guarantee on quality and satisfaction on every situation.

Please walk-in to our office and feel the difference in customer service and get your dream course and Certifications.



 **+971 4 591 5420**  **+971 56 688 0113**

E-mail: contact@yourowninstitute.com

304, Al Safa-C Building, Next to Max Fashions, Burjuman Metro Station
Exit 1, Khalid Bin Al Waleed Road, Bur Dubai - United Arab Emirates