

## Course Name

**Telephone Skills**

## Course Duration

**One Day**

## Course Objectives

After attending this course the trainees will learn who customers are, what customers want and how to confidently and assertively keep your customers satisfied. The day will involve group sessions and role play activity in a fun workshop style environment

## Course Content

- **Customers and their expectations**
  - Why are customers important?
  - Communicating with the customer
- **What is assertiveness**
  - Assertive communication
  - Assertive techniques
- **Telephone Etiquette**
  - How to handle a complaint call
  - Self Confidence and self esteem
  - Self-confidence tips

## Prerequisites

There are no prerequisites for this course.

**Interested in this course?**

Contact us today to see how Insight can tailor training to suit your needs. Call us on **08452 306 099** or visit our website **[insighta.co.uk](http://insighta.co.uk)**