

Customer Service Telephone Training

Content	<ul style="list-style-type: none">• optimal customer service orientation via phone• phone voice manner to portray confidence and helpfulness• how to create a positive atmosphere• how to question customers to extract information• how to defuse terse, angry customers• paraphrasing as part of active listening to ensure both parties have understood the conversation• keeping promises and deadlines• suggestive selling
	Further details will be part of the preparation process.
Duration	1-2 days
Methods	impulse inputs, active practicing, discussions, facilitation, group work, feedback, video-feedback
Trainer	Boris Kimes M.A. Kimes Communication & Health