

Course Title Call Handling Skills

Who should attend? All Staff – as a refresher

Overview Recaps on what good service is and how it can be delivered over the telephone

Duration 1 hour 15 mins

Course Content

- 1) Importance of good service
- 2) Key competencies
- 3) Call Handling techniques – Difficult calls
- 4) Voice
- 5) Words to use and avoid
- 6) The way it is
- 7) Caring Responses
- 8) Voicemail
- 9) Email
- 10) Questions