



Course Outline

Active and Reflective Listening

How can we learn to understand our customers better? How can we recognize key triggers and customer clues? Participants examine the four levels of listening. Techniques for active listening and reflective listening (echoing) are explored.

Focus and Comprehension

Call comprehension is often compromised by momentary lapses in focus, and in misreading the meaning in customers' statements. In this module, Participants learn how to maintain focus, and avoid the common traps that lead to miscommunication.

Voice Dynamics

Participants will learn how the voice can be used to project the five "C"s of telephone influence: Comprehension, Compassion, Concern, Confidence and Cheerfulness.

Voice Control and Modulation

It's not what you say, but how you say it. Participants learn how to control and manipulate voice tone, pitch, pace and inflection for more positive outcomes.

Positive language Triggers

Participants explore how the subtle choice of words and phrasing can make significant differences in customer impact.

The Power of Positive

Participants learn the difference that a positive attitude makes, and the importance of projecting energy, enthusiasm and warmth in every call.

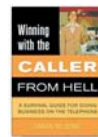
Who it's for

- All people who do business over the telephone
Customer service professionals
Supervisors, managers, team leaders
CRSs and Technical Support Representatives

Methodology

- Instruction
Interactive exercises
Audio role-playing

Table with 2 columns: Attribute (Group Size, Program Length, Program Format, Pre-work, Certificate) and Value (5 - 12 per group, 4 hours, Interactive workshop, No, No)



Based on the book by Shaun Belding



A division of The Belding Group of Companies Inc.
300 Earl Grey Dr. Ste 370, Kanata ON K2T 1C1
tel: (800) 576-6860 info@beldingskills.com