

## Professional Telephone Skills and Techniques

### Need

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The differentiating factor of an organisation is increasingly being based on the way those making it up interrelated. For this reason, it is essential to know in depth the different motivations and behavioural patterns of each person, as only in this way we will achieve a correct communication with the others that, on the one hand, avoids internal conflicts and complaints, and on the other, create loyalty with our internal and external customers.

In this programme the steps to be taken to improve Emotional Intelligence at the service of office staff, receptionists and call centre employees is offered.

### Contents

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- Emotional Intelligence.
- How to create the suitable atmosphere.
- The incoming call: how to answer a telephone call.
- Using the answering machine.
- How to retain control over the call.
- Knowing what to say and when to say it.
- Employing a positive vocabulary

### Who is it intended for?

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To direct attention staff: Receptionists, Customer Care Service, Secretaries, Salespeople, Post-Sales Service and Managers of Small Companies.