

# Telephone Techniques



## Introduction

This course covers professional telephone techniques and call handling etiquette.

## Objectives

- Answer and make telephone calls in a professional manner
- Gather and record information
- Build rapport and satisfy the caller's needs
- Deal with difficult callers

## Content

Answering Calls

Making Calls

Effective Communication

Leaving a Voicemail Message

Gathering and Recording Information

Building Rapport and Satisfying the Caller's Needs

Dealing with Difficult Callers

Gary Bedingfield is a fully qualified further education trainer with over 17 years industry experience and a passion for helping people reach their full potential. He started his own business, Gary Bedingfield Training, in 2009, and delivers trainer training, staff development, employability skills, IT and personal development to clients across the UK including NHS Scotland, CBRE, BP and many local councils. He is the author of the amazon.com best-selling "Training for Trainers Manual".

**Group Size:** up to 12

**Duration:** 1 day or half day

**Certification:** GBT Telephone Techniques Certificate of Attendance

For more information, email us at [info@garybedingfield.co.uk](mailto:info@garybedingfield.co.uk)



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