

Benefits of This Workshop

Whether you spend most of your work day on the telephone or you only use it occasionally, you will benefit from this workshop if you want to:

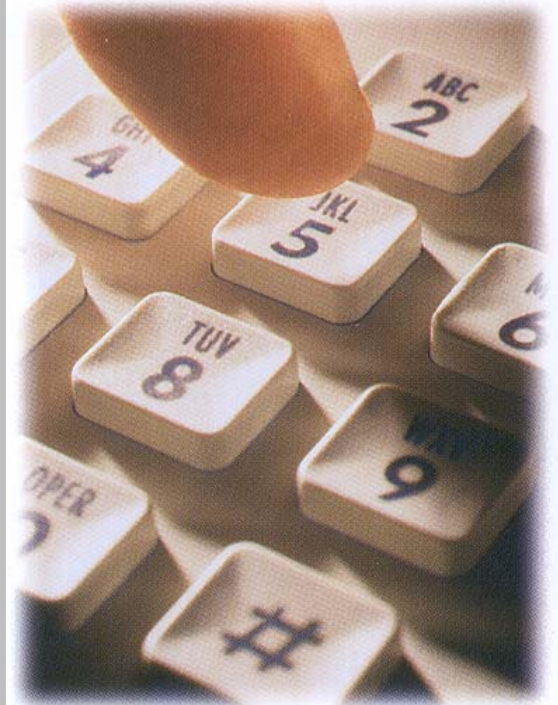
- Communicate with greater authority and credibility
- Save time, money, and energy by using “active listening”
- Turn complaints into opportunities
- Keep your energy level high throughout the day
- Make the most of your telephone features
- Keep your cool even when others are losing theirs
- Shorten the time you spend on the telephone
- End calls on a positive note
- Finesse touchy situations with tact and diplomacy
- Disarm difficult people

To schedule this seminar or to obtain information on additional telecommunications training, contact:

OTM Information and Training
P.O. Box 94280
Baton Rouge, LA 70804-9280

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Professional Telephone Skills



Workshop Agenda

There are few skills as critical to an agency as using the telephone effectively. Misunderstandings, lost opportunities, wasted time, frustration, anger and a tarnished public image are all part of the negative fallout from poor telephone techniques.

After attending *Professional Telephone Skills*, you will know who your customers are and understand their expectations. You will develop skills to make even challenging callers feel valued and appreciated. You will also learn specific time-saving telephone techniques. Just as important, you will learn to project an image of professionalism and courtesy.

Develop the skills you need to build rapport, boost efficiency, and exceed your caller's expectations.

This class is offered by the Office of Telecommunications Management (OTM) to all state employees at no charge. Classes are held at the OTM facilities, 150 Third Street, Baton Rouge. Class size is limited. On-site classes may be scheduled by agencies not located in the Baton Rouge area.

To schedule a class or to get additional information, contact the OTM Information and Training Section at 225-342-7723.

Know Your Customers

- Understand who your customers are in order to serve them better
- Discover what customers expect from you and how to exceed their expectations

Keep Your Attitude Upbeat

- 11 steps you can take to prevent stress and burnout from heavy customer interaction
- A one-minute stress reducer you can do at your desk
- How self-talk affects your behavior and how to make it work for you instead of against you

Project Confidence, Ability, and Positive Energy

- Practical tips for developing a voice with presence
- Vocal techniques that build rapport with the caller
- How to overcome mannerisms that distract from your message
- Fun exercises to help you speak more clearly
- Language that makes you sound polished, professional, and positive
- Emotional trigger words to avoid in telephone conversations
- 13 commonly used negative phrases and how to change them

Listen Actively

- The hidden benefits of active listening
- The critical difference between hearing and listening
- Proven methods for reducing errors due to miscommunications

Use Telephone Features Effectively

- How to make a winning first impression
- How to prepare for phone calls so you appear organized and in control
- A simple way to make callers **not** mind being put on hold
- How to use voice messaging to improve productivity

Handle Challenging Callers

- How to handle irate callers with confidence and composure
- What to do when a caller verbally attacks you
- How to tactfully help the caller who caused his own problem—and keep the problem from recurring
- How to get people to come to the point without offending them
- Specific techniques for dealing with the hearing impaired