

Telephone Techniques Workshop Brief

Workshop 1 hour 30 minutes

Interactive Workshop to cover:

- Embed a better understanding of telephone techniques
- Know how to create a good impression when receiving and making telephone calls
- How to build rapport with customers
- Know how to deal with different situations and take messages from callers

Get the groups to work in pairs or small groups for the discussion parts. Allow 5-10 minutes discussion time and 3-5 minutes to feedback to the group.

Activity 1

Ask the students to list why we use telephones in business and feedback.

Activity 2

In groups ask the students to list examples that they consider to be bad / good telephone behaviour and feedback

Activity 3

Give the students a copy of the phonetic alphabet and ask them to spell out Midcounties using the phonetic alphabet and then try their postcode.

Activity 4

In pairs students will conduct a role play scenario. One person will play a Customer Service Advisor and one person will play the customer. The customer will ring the CSA to complain about a product / service and the CSA will have to deal with it appropriately. Students will be given time to plan their conversation before they conduct their role play. The CSA will be given a Customer Record Log to make notes about the complaint.