

Master Your Customer Phone Skills

Acquire professional skills for better business practice while using the telephone. Professional interactions focus on appropriate tone, effective word choice, and maintaining a positive attitude while reducing stress for all involved. Learn to calm an angry customer over the phone and project a confident business image. Enhance emotional intelligence for greater success.



CEUs: 0.7 (7 hours)	HRCI Credits: -	SHRM: -
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Learning Objectives:

- Explore the definition of customer service.
- Explain the individual's contribution and mindset needed to improve customer relations.
- Reinforce professional telephone communication skills.
- Develop effective methods for handling a frustrated or angry caller and practice applying the process for resolution.
- Learn to quickly identify the four basic communication styles callers demonstrate and practice adapting to each style to improve communications and outcomes.
- Explore and practice stress-reduction techniques that promote positivity.

Learning Options:

- Classroom training
- At your location

Who Should Attend:

- All employees who use the phone to do business with internal and external customers.

Learn. Grow. Succeed.

Delivery options include learning at MRA, at your location, or online. Contact MRA to explore how this program may be customized to your unique individual and team training needs.



www.mranet.org

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Course Outline

- **Explore what outstanding customer service is and formulate your personal customer service motto**
- **Describe potential costs and impact if you fall short on service**
- **Analyze the many dimensions of professional service on the phone**
 - ◆ Identify specific behaviors that support those dimensions
- **Practice using professional vocabulary and vocal skills**
 - ◆ Design and practice your greeting and closing using positive, appropriate language that elevates your professionalism
- **Adapt your communication style to mirror the style of your receiver**
- **Develop techniques to work through demanding requests**
- **Identify strategies for dealing with angry customers**
 - ◆ Practice steps to deal with difficult and heated conversations.

“ This class was a good reminder to slow down and consider the feelings of the client. The instructor led an informative, interactive class. They really care that you get something out of the class. ”



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