

A spiral-bound notebook with a light beige, textured cover. The metal spiral binding is visible on the left side. The title is centered on the cover in a large, bold, black font with a yellow drop shadow.

Winning Telephone Techniques

Learning Objectives

- Describe the unique challenges associated with providing effective customer service to phone callers.
- Identify the strengths and weaknesses of their telephone styles and techniques.
- Identify effective telephone skills.

Phone Contacts

- Communicating effectively on the telephone is a unique skill



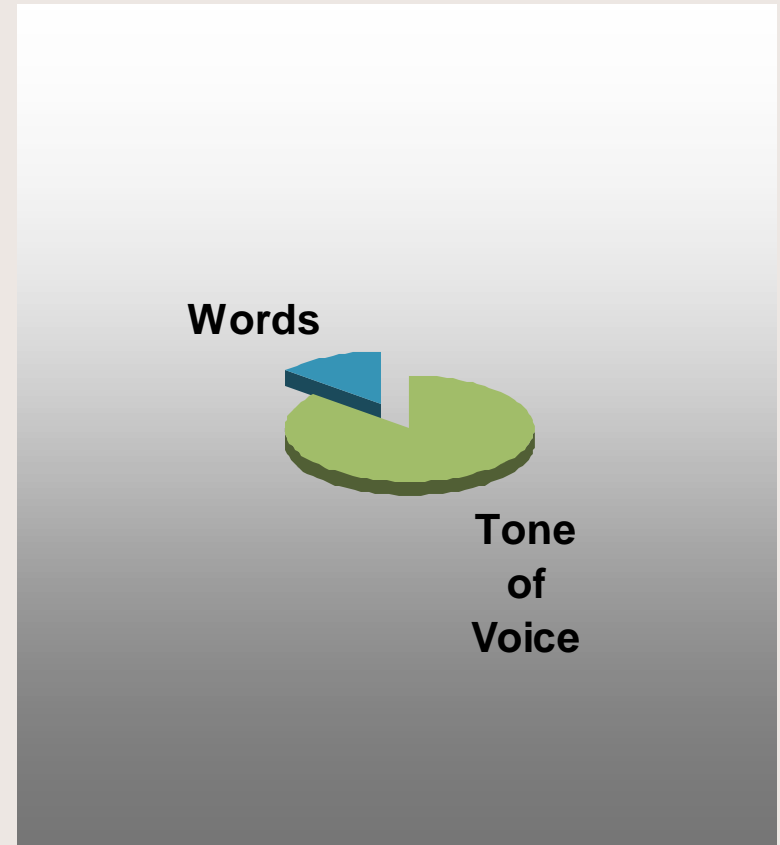
Basic Phone Skills

- Telephone etiquette can make or break the caller's perception of your service



Inflection

- 86% of the message is from your tone of voice
- 14% is grasped by the actual words



Tips to Improve Inflection

- Smile
- Stress Words
- Breathe
- Exaggerate your tone



Group Activity



Summary & Conclusions

- The unique challenges associated with providing effective customer service to phone callers
- Identified the strengths and weaknesses of your telephone styles and techniques
- Identified effective telephone skills

A spiral-bound notebook with a brown cover is shown. The top and bottom edges of the notebook are white, while the rest of the cover is a solid brown color. The spiral binding is visible on the left side. The word "Greetings..." is written in a large, black, sans-serif font in the upper right quadrant of the white top edge.

Greetings...