

## TERRIFIC TELEPHONE TECHNIQUES



- **Session Description:**

Do your callers say “WOW” or “OW” when they hang up the phone? Has “Hi-Tech” replaced “Hi-touch” in your telephone operation? And are you aware that callers form their impression of your entire organization *based on only two factors* when the phone rings, regardless of the quality of your product or service?

Whether you have two or two thousand people on the phone, your organization will reap immediate benefit from this fast-paced, interactive session.

- **Who Will Benefit From This Session:**

- \* Anyone with customer contact – *internal* and *external*
- \* Business owners and General Managers
- \* Customer Service reps
- \* Sales and Sales Management professionals
- \* Switchboard operators and receptionists
- \* All contact center employees
- \* *Anybody in the organization who uses the telephone!*

- **Session Objectives:**

HOW TO...

- ...have every phone contact result in a “win-win”
- ...project a positive image of the organization and yourself
- ...avoid commonly heard “turn-off” words and phrases
- ...turn “irate” callers into “I Rate” callers
- ...use *body language* on the telephone
- ...keep a positive attitude

*“An amazing invention – but who would ever want to use one?”*  
Rutherford B. Hayes, 19<sup>th</sup> U.S. President