orsys
TRAINING

Optimizing Your Telephone Skills

Hands-on course of 2 days - 14h
Ref.: ACT - Price 2025: 1 480 (excl. taxes)

Telephone Reception is crucial for the company's brand image and the quality of its customer relations. This practical training provides tools to address this challenge, teaching participants how to listen, ask questions to understand requests accurately, and adopt appropriate language when formulating responses.

EDUCATIONAL OBJECTIVES
At the end of the training, the trainee will be able to:

Promote your company's image through telephone answering quality

Adopt a customer relationship attitude

Master telephone communication techniques

Adapt your communication to the other person's profile and expectations

HANDS-ON WORK
Games with actors, scenarios, role-playing, self-diagnosis.

THE PROGRAMME ─────────

last updated: 06/2024

1) Understanding the principles of communication and answering
- Identifying the roles of sender and receiver: Who does what and who is responsible for what.
- Ranking and mastering all three communication media: Verbal, para-verbal, and non-verbal.
- Understanding the unique features of the telephone.
- Understanding the importance of smiling.
- Discovering automatic information processing: Selection, distortion, and generalization.
Exercise : Voice game with actors.

2) Practicing techniques adapted to the telephone
- Active and objective listening
- Practicing rephrasing.
- Knowing how to question.
Exercise : Listening, rephrasing techniques, and facilitating questions. Writing questions suited to each participant's activity.

3) Using effective language
- Speaking positively in order to achieve your goals, banishing jargon, doubt-filled phrases, negative words.
- Using the present and future tense to give strength to your message.
Exercise : Replacing negative wordings with positive ones; training in reception phrases, guiding callers, placing them on hold.

4) Addressing objections
- Identifying different types of objections.
- Using objection acceptance and processing techniques: Quilt, sandwich, broken record, DESC.

PARTICIPANTS
Any staff member interacting with external or internal clients, including receptionists in both public and private sectors.

PREREQUISITES
No specific knowledge required.

TRAINER QUALIFICATIONS
The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS
The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.
Participants also complete a placement test before and after the course to measure the skills they've developed.

TEACHING AIDS AND TECHNICAL RESOURCES
• The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
• At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
• A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES
Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES
Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@ORSYS.fr to review your request and its feasibility.

- Applying techniques: Soften/Rebound/Chain along.
Exercise : Handling objections in the form of "ping-pong" exchanges. Simulated telephone interviews using acceptance and rebound techniques.

5) Accommodating in a relationship of quality and service
- Intending to do the most to handle requests as optimally and quickly as possible.
- Understanding the needs and expectations of the people you're talking to: SONCAS.
- Adopting behaviors suited to the request and situation.
- Choosing your words and developing your arguments (FAB).
- Understanding the principle of handling difficult situations.
Role-playing : Detecting motivations, seeking appropriate responses. Group debriefing.

DATES

REMOTE CLASS
2025 : 02 oct., 11 déc.