

# Customer Service and Telephone Communication

This workshop provides the knowledge and skills required to provide excellent customer service.

Through interactive learning and practical techniques, this workshop explores sound strategies to improve your telephone skills to deal effectively with potential and existing clients confidently and courteously.

## Learning outcomes and course content

- Communicate professionally and sensitively
- Professional boundaries
- Effective and high quality customer service
- Assess your communication skills and recognise areas for improvement
- Listening skills
- Effective questioning techniques to gather information and respond appropriately
- Strategies to deal with difficult behaviour and/or situations of conflict



### Key details

Duration: Half day

Recommended audience:  
Front-line customer service staff dealing with clients and customers via phone

Maximum Participants: 12

### NSW Capability Framework Alignment



Personal Attributes



Relationships



Results



People Management

*"A clear, interactive and infomative course."*

### Specialist trainers in:

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Customer Service



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