



Coaching the Team

Inspiring Lives, Discovering Futures

The Course

In brief...

The telephone is still the number one customer service tool for many businesses, but is only as effective as the person using it. This one day course is designed to help you give your customers a professional impression and positive experience.

What the Course Leads to

What courses can I do after this?

On successful completion of this course you are able to progress onto the Assertiveness Skills, Customer Care and Dealing with Difficult People courses.

What do I need to apply

To do this course you should have...

There are no formal entry requirements.

Course costs

Course Code	Start Date	Costs 16-18	Costs 19-23 (with concessions)	Costs 19+ (no concessions)
SQNXpz2109	TBC	TBC	TBC	TBC

* Please note fees are subject to change.

Costs

£150.00

Course Content

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The course covers:

- Improving listening skills
- Improving questioning skills
- Improving Call handling
- Identifying potential new business
- Dealing with difficult calls

Key Information

Duration

1 Day

Attendance

Part-time

Level

Other Courses

Qualification Name

College Certificate

Awarding Body

Bournemouth & Poole College

Next Steps ...

Email: enquiries@thecollege.co.uk

Telephone: 01202 205205

Web: www.thecollege.co.uk

Live chat available on the website

