



Telephone training

How do I make successful and professional phone calls?

Seminar objective

The aim of the seminar is to give you a competitive edge in practice through convincing and flexible telephone dialogs. A positive inner attitude towards the conversation partner is noticeable and a central element for telephone success! In this seminar, you will learn how to communicate in a more customer and service-oriented manner and how to understand and react to the psychological background of your conversation partner. Using practical examples, you will reflect on your own telephone behavior and improve your success. You will learn proven techniques for everyday telephone use, so that you can emerge from a wide variety of call situations with professionally achieved results.

Seminar content

Successful telephoning: inspire your conversation partners:

- Basics and instruments of customer- and service-oriented communication.
- Basic rules of successful telephoning: good customer support
- Friendliness on the phone - they "see" your body language, too
- 10 rules for successful telephone calls
- Service thinking as a competitive factor!

Preparation is everything - successful & professional in different situations:

- Finding the right way to start: Developing professional call guidelines
- Arguing in a benefit-oriented way: Dealing with complaints
- Dealing with resistance: Price argumentation
- Successful telephone sales

Skill Toolbox for your telephone calls:

- The tone makes the music: speaking technique and voice pitch
- Linguistic expression and good rhetoric
- Active listening and questioning techniques
- Different levels of a message
- How to make your voice sound appealing: Smile training

Putting it into practice:

- Case studies from the participants' practice and their successful treatment
- Training telephone calls and their discussion
- Creating the right environment - telephone workstation
- Argumentation and persuasion techniques

Methodology

External and self-analysis Active exercise sequences Conversation simulations Short trainer inputs Exercises with individual feedback

Course ref.

KOM1011

Participants

not more than 9 participants

Schedule

1. Day: 10:00 - 17:00
2. Day: 09:00 - 16:00

Location & dates

Münster

28.11.2024 – 29.11.2024
24.03.2025 – 25.03.2025
27.11.2025 – 28.11.2025

Hamburg

16.09.2024 – 17.09.2024
25.09.2025 – 26.09.2025

Munich

08.07.2024 – 09.07.2024
07.07.2025 – 08.07.2025

Fee

1.150,00 € (ex. VAT)
1.368,50 € (inc. VAT)

Included in the price: Working documents, certificate of participation, lunch and coffee breaks.



Target audience

The telephone training seminar is aimed at employees who are responsible for customer care, sales, consulting and the recovery of former customers. Key account managers, office and field sales representatives, clerks and customer service staff.



FAX-ANMELDUNG +49 251 20205-99

Internet: www.kitzmann.biz
E-Mail: info@kitzmann.biz
Telefax: +49 251 20205-99

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Ort Termin

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Rechnung (Name)

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Telefon/Fax

Branche

Datum

2. Teilnehmer

Name/Vorname

E-Mail

Mobilnummer

Veranstaltung Seminarcode

Ort Termin

Anzahl der Mitarbeiter in Ihrem Unternehmen

Kundennummer

Anmeldebestätigung (E-Mail)

Unterschrift