



Telephone Skills Training

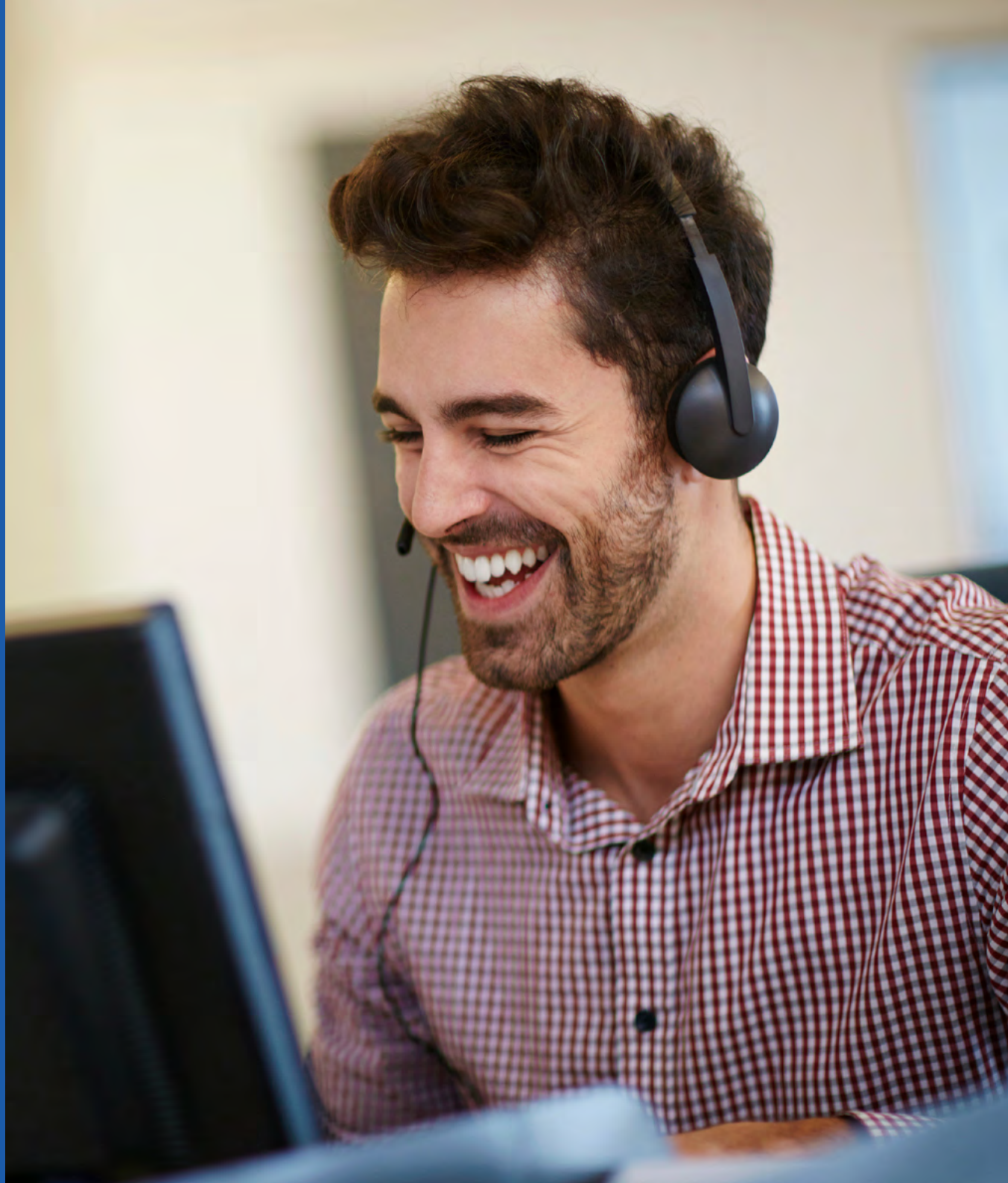
In-Company Training (1 Day)

Practical Skills

Tailored Workshop



in-company for
teams



Contents

About this course	3
Delivery style	4
What are the benefits?	6
Course content	7
3 ways to get started	8
About us	9

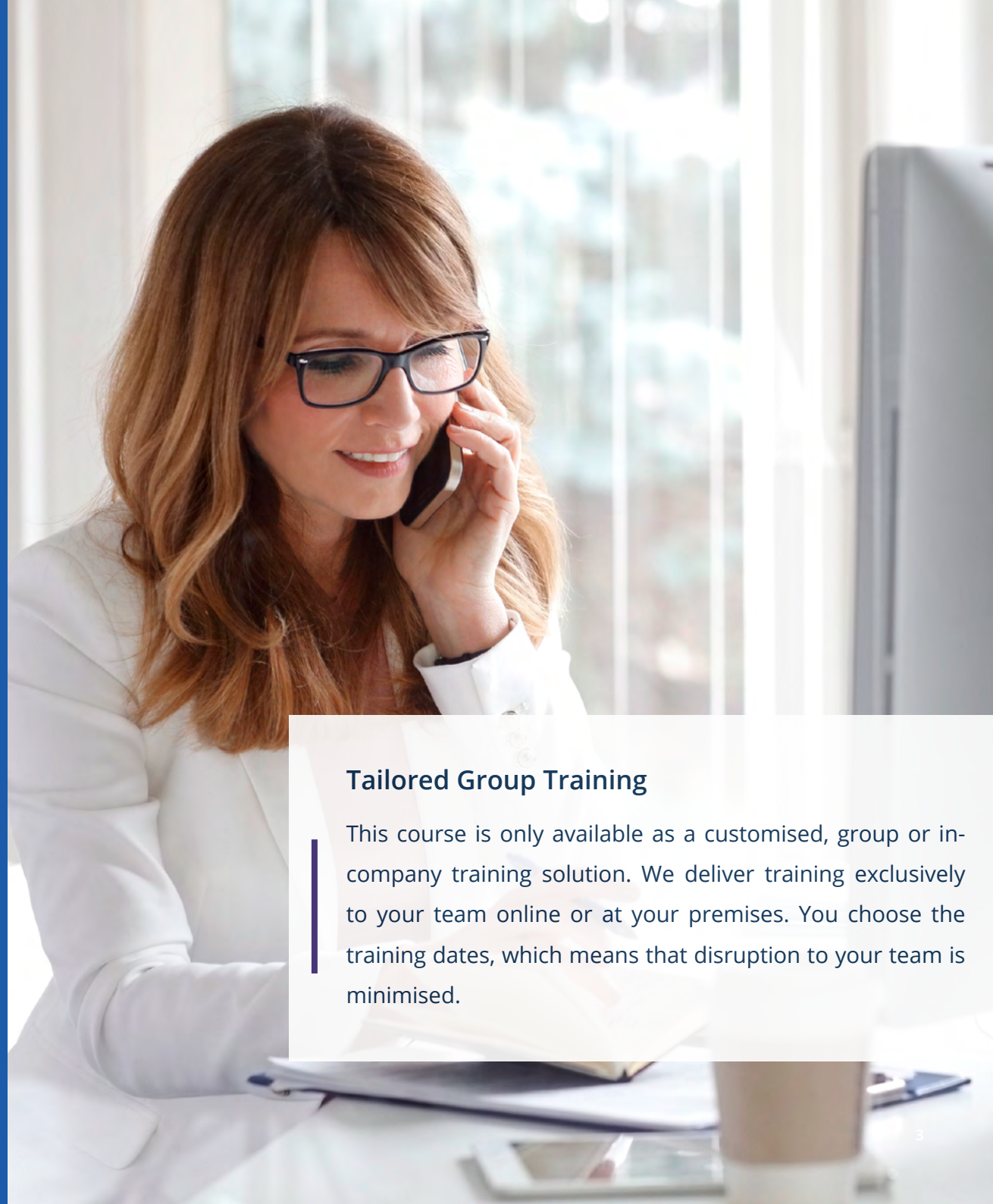
About This Course

Professional Telephone Skills

Telephone skills are essential for anyone who interacts with others by phone.

Our 1-day course will focus on core telephone skills, so that your team can deliver a positive, professional persona at all times.

Telephone skills are the same in every sector. Therefore, the techniques you will learn during this course are suitable for participants from any industry.



Tailored Group Training

This course is only available as a customised, group or in-company training solution. We deliver training exclusively to your team online or at your premises. You choose the training dates, which means that disruption to your team is minimised.

Delivery Style

We run this Telephone Skills Course for in-company (often called “in-house” or “on-site”) training.

This means that we deliver training exclusively to your team on a date you choose.

There are many benefits to choosing an in-company style of delivery.

How In-Company Training Works

When you get in touch with us about in-company training - either by phone or by requesting a quotation using the button on this page - our expert training consultants will work with you to find the best training solution for your needs.

We will create a programme that addresses the issues and goals at the top of your list, and choose a training delivery method and dates that suits you best.



Why In-Company?

- ✓ **Tailored for Your Team** - While still adhering to the course syllabus, we can take your business and any challenges you are facing into account when delivering the course. We will make the training delivery relevant to your team.
- ✓ **You Choose the Delivery Style** - We can deliver this training as an in-person, classroom style course (where we come to your location), or by live, virtual classroom training (learn more on the next page).
- ✓ **Flexibility** - In-company training gives you the ability to schedule training at a time that works best for your schedule. It removes the inconvenience of having to take someone out of their role for training at a busy time.

[Get a Quote](#)

Delivery Style: Live Virtual Training

Virtual training enables participants to connect to live, trainer-led sessions from wherever they are located.

It's easy to connect and they will gain the benefits of a classroom style of training while enjoying the convenience of learning at home.

How Virtual Training Works

In advance of training, we will send each participant the information and link they need to join the training.

To connect with our live training, participants will need a steady internet connection and a device with a web-camera, speakers, and microphone. Most home internet connections work perfectly for live virtual training. These days, almost all smartphones, computers, and tablets have built-in web cameras, speakers, and microphones.

Our training consultants will make sure everyone has guidelines on how to get connected. It's an easy, user-friendly process.



Why Virtual?

- ✓ **Learn from Home** - This is an ideal solution for teams that work remotely. They can connect with real-time training sessions from wherever They are currently based.
- ✓ **Delivered by Experts** - By choosing our live virtual training, your team will learn from subject matter experts. They will also benefit from the ability to ask questions and gain advice from our trainers.
- ✓ **Group Training** - This style of training enables participants to interact virtually with their team. Via our online platform, they will be able to take part in group discussions and exercises without leaving home.
- ✓ **Focused Learning Environment** - One of the key advantages of an in-person classroom style training is the focused learning environment. Live, trainer-led virtual training also provides this high-impact format.

[Ask a Question](#)

[Get a Quote](#)

What Are The Benefits?

✓ Develop A Professional Telephone Manner

The primary objective of this workshop is to help you create a strong set of telephone skills that enable you to interact with every customer in a way that leaves a positive impression.

✓ Excellent Communication Skills

Communication skills are at the heart of every successful phone interaction. We work on clear communication, listening skills, questioning and verifying information.

✓ An Ability to Handle Difficult Situations

Even the best customer care representatives encounter difficult conversations. The skills you learn here will ensure you are ready to handle any challenging conversation professionally.

✓ A Practical Approach

We believe in “learning by doing”, so this workshop incorporates plenty of active learning, discussion and group exercises.



Learn More

Ask A Question

Course Content

① Creating a Professional Image

- Understanding your role as first point of contact
- Delivering a positive first impression
- Setting the tone for your call
- Presenting a professional, yet personable image

② Communicating with Customers

- Communicating clearly
- Asking the right questions
- The importance of listening skills
- Verifying information
- Maintaining control of each call

③ Problem Solving

- Taking a pro-active approach
- How to turn difficult conversations into opportunities
- Achieving a positive outcome

Tailored for Your Needs



This is an example of our standard Telephone Skills workshop content. When we deliver this course as an in-company training programme, we will discuss your challenges and priorities in advance of the training.

[Get a Quote](#)

3 Ways to Get Started



Talk to Us

You can reach us by phone on Freephone 1800 910 810, or 01 861 0700 (mon - thurs, 9.00am - 5.30pm, fri, 9.00am - 5.00pm).

We will be happy to answer any questions you have and advise on the best option for your team's telephone skills training.

Freephone 1800 910 810



Get a Tailored Quotation

Click the button below to request a tailored quotation for your company's telephone skills training

We will be in touch with a detailed quotation fitting your team's requirements.

Get a Quotation



Ask A Question Online

If you would prefer to contact us online, request a phonecall, or to get in touch outside of office hours, using the "Ask a Question" button below is the best option.

We will respond with the information you need.

Ask a Question

About Us

Professional Development - 34 Years of Innovation and Excellence

We believe that the key to a thriving and rewarding career is continuous professional development.

For over 34 years, Professional Development has led the way in providing practical, innovative courses leading to relevant and respected certifications.

We specialise in delivering training for core business skills including project management, agile, scrum, lean six sigma, management, communications, sales, it service management, and training design and delivery skills.

Our courses are designed to expand your skills, & enhance your career potential



Our Courses

Our courses are a balanced blend of both theoretical learning and practical application. This focused learning environment optimises the impact of training.



Our Clients

We provide training for Ireland's leading brands, working with companies of all sizes in every industry. We also provide training for non-corporate organisations.



Our Team

Our trainers are chosen for their engaging manner and expertise in a chosen field. They bring a wealth of experience to each programme they deliver.



Our Certifications

In many sectors, international certification is now essential. We provide many options for globally recognised certification in each subject area.

Stay Connected



Contact Us

Head Office

Suite 11, Plaza 256,
Blanchardstown Corporate Park 2,
Ballycoolin, Dublin 15, D15 T934

Freephone 1800 910 810

Dublin 01 861 0700

ask-us@professionaldevelopment.ie

www.professionaldevelopment.ie

Contact Us

