

Client Service Skills

Telephone Interactions Short Course (1 Day)



This short course is designed for customer service consultants, receptionists and administrative staff. It aims to provide the knowledge and skills for effective telephone interaction with clients in the customer service environment. At the conclusion of the course participants will be able to explain the elements of the client management model and implement a workplace action plan that identifies areas of skill development. Training will include discussion, demonstrations, practical activities and exercises.

Facilitator:

Angela Mitchelmore is an experienced trainer and assessor with a background in frontline customer service and contact (call) centre operations. She specialises in developing and facilitating customer service training with organisations and public sector employees.

Course includes:

- Telephone etiquette.
- The client management model.
- Dealing with difficult clients and managing complaints.
- Tips for communicating with people with English as a second language and those with communication difficulties or disabilities.

Outcome: Statement of Attendance.

When: Run on demand. Contact us for available dates.

Where: At your workplace, and workshops are available at Devonport, Alanvale or Clarence.

Cost: \$1800 per day for groups (maximum of 16). Fees are inclusive of workshop and resource manual.

Group bookings: Held at a time to suit you in your workplace. Travel and related costs may apply when we visit you in your workplace.

For further information please contact:

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The Total Training Package
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