



Title

How to telephone
successfully
(Part I)

Duration

2 Days

Objectives

You increase your telephone presence, learn how to use voice and choice of words to telephone efficiently and successfully.

Content

- Improvement of vocal tone
- Learn to use words, language and phrasing effectively
- Learn an efficient way to conduct a conversation
- Creative selling and consulting
- Point out customer's benefit
- Handling objections
- Steps to professional conversational behavior

Target Group

Persons who often telephone and who want to increase their telephone quality and presence.

Comments

No basic knowledge required.