



TALKING LIFE SEMINARS

ADVANCED TELEPHONE SKILLS A 1-day intensive course (Max 12)

Participants must come with real issues to discuss and develop during the programme. This is not a soft theoretical day with woolly outcomes.

There will be an opportunity to devise a unique personal script which will explore and explode customer objections.

Together we aim to create a target specific solution which will provide the fundamental framework for success.

The model can be used for future initiatives and is robust enough to be adaptable to the particular personalities involved in the customer service dialogue.

WHO WILL BENEFIT

Anyone who uses the phone, is committed to developing their current skills, working more harmoniously with clients.

LEARNING OUTCOMES : Participants will

- Investigate and apply a systematic approach to dealing with given situations
- Explore current methodologies and supplement any shortcomings
- Devise a plan of campaign relevant to a current issue
- Discuss with colleagues how this approach can be developed to satisfy future initiatives and perceived requirements
- Acquire a tool for future application in a range of different situations

PROGRAMME

8.45 – 9.30 Registration

Objectives, Introductions, Rules of Engagement, Development Contracts

9.30 – 10.40 What's in the Locker?

- Feature / Benefit / Incentive Analysis
- Activity – What needs to be done?

10.40 – 11.00 Coffee

TALKING LIFE SEMINARS 36 Birkenhead Road, Hoylake, Wirral CH47 3BW
0151-632-0662 Fax 0151-632-1206 wendy@talkinglife.co.uk
www.talkinglife.co.uk



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11.00 – 12.30 Moving On

- Six Sound Steps to Success
- The Box Flow
- Methods for Challenging & Resolving Obstacles and Problems

12.30 – 1.30 Lunch

1.30 – 3.00 Boomerang

- Skills Practice - Inspiration to Application
- Phone in to Base – How Good Are We?
- Discussion & Development
- Maximising Your Moments of Truth

3.00 – 3.20 Tea

3.20 – 4.20 Making It Happen

- 5W Analysis – for External Application
- 5W Analysis – for Internal Application
- Brief Dry Run
- Development Contract Review and Commit to Action Plan
- Post Workshop Follow Up

WHAT DELEGATES SAY ABOUT JOHN DODDS' TELEPHONE SKILLS TRAINING DAYS:

- “Enjoyed having time to really consider where we’re going”
- “Very practical. Lots of great ideas generated by my buddies”
- “Cracking Course”
- “What a change – a Workshop that was specific to my workplace!!!”

THE TRAINER

“John has the ability to make complicated things interesting, memorable and simple” (Team Leader, Milton Keynes)

John Dodds CInstSMM, FCIPD is a highly experienced Trainer/Developer/Facilitator Who has worked extensively throughout the UK and Western Europe with a diverse mix of Clients from a multitude of sectors. He is a seasoned professional and many of his projects have been developed from firsthand experience. He engenders an enthusiastic and energetic approach to all aspects of personal development and skills enhancement, convinced that workshops should be enjoyed rather than endured! His very direct approach, blending inputs with skills practice, raises self confidence ensuring that the ideas absorbed are applied and will have a positive and lasting impact for the participants.