



Fast Track Your Phone Skills

You Never Get a Second Chance to Make a First Impression.

The people in your organisation who answer the phone are responsible for creating that all important first impression. Consider this; in the first 3 seconds, your caller will make an instant judgement of whether or not they trust you and your organisation. This crucial moment of truth will either make or break their attitude and determine whether or not they engage with your organisation or repel.

Don't leave it to chance! Knowing how to engage your customers will ensure a superior customer experience and a trustworthy reputation that they will rave about.



In This Powerful Workshop You Will Discover:

- The important link between the impression you portray and customer retention.
- How to create a first impression that will engage your callers.
- The latest professional techniques in telephone etiquette.
- Questioning techniques to discover their needs and control the call.
- Active listening skills to exceed their expectations.
- Simple and effective language to convey a "yes we can" attitude.
- Why your tone of voice is so important and how to get it right.

Some of the Many Applications of this Dynamic New Learning Experience are:

- Customer service
- Telephone skills
- Receptionist skills
- Sales
- Conference breakout session
- Professional development day

Duration

Depending on the application it can be run as a one hour, two hour, half day or full day session and combined with any of our other workshops.

Through her company Edge Communication, Ava Lucanus draws upon four decades of personal experience to ensure organisations keep their brand promise by aligning it with their customer experience. Ava is an accredited facilitator of Click Colours who successfully works with all corporate levels from frontline to management.

"The recorded role play is a simple but powerful teaching tool which enabled our admin assistants to hear their own voice and recognise the need to use the right tone of voice and words to give the caller confidence. We felt at ease with Ava and are now much more confident and have the tools to deal with most situations. We are experiencing more positive responses from callers. I have no hesitation in recommending Ava and Edge Communication to any company."

- Sue, Office Manager Primewest

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