



Fast Track Your Phone Skills

You never get a second chance to make a first impression

The people who answer the phone in your organization are your Directors of First Impressions and are responsible for projecting a positive image. Consider this...in the first 3 seconds your caller will make an instant judgement of whether they trust your organization. This is their moment of truth! Your caller's first impression will make or break their attitude and become the decider between whether they engage or repel. Phone skills are not a given anymore so don't leave it to chance! In this exciting experiential workshop, your people will refresh their phone presence with confidence and skills they can easily implement in the workplace, to boost client relationships and reduce workplace stress.



By the end of this workshop your people will understand:

- How to make an impressive first impression
- How to portray a professional voice over the phone
- The latest approach to professional telephone etiquette
- How to ask quality questions to discover needs and control the call
- Active listening skills to project a caring attitude
- How to use customer focused language to convey a yes-we-can attitude
- Effective techniques to making successful follow up calls
- Tips to improve their own phone presence with recorded role play

BYO Workshop

All our workshops are customized to your business. This is a sample. You can Build Your Own by combining elements of this and our other workshops. Applications include:

- Customer service
- Telephone skills
- Receptionist coaching
- 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.

Your Presenter:

Ava Lucanus takes a proven, practical and refreshing approach to helping organisations align exceptional customer experiences with their brand promise. Drawing upon four decades of knowledge and experience, Ava works with companies Australia wide and is recognized as an authority in her field. Through her company Edge Communication she provides consulting, training and coaching programs for every level within business to fully optimise their relationships.

"The recorded role play is a simple but powerful teaching tool which enabled our admin assistants to 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

Contact Ava on 0412 135 855 or ava@edgecommunication.com.au