

Smart Phone Skills for Tech Experts

"Start with the customer experience and work backwards" Steve Jobs.

Your tech support people may have the skills to fix the issue, but do they lack the confidence and skill to communicate effectively with your clients? Consider this...in the first 3 seconds of answering the phone, the caller will make an instant judgement of whether they trust your tech expert...and your organization. Start off on the wrong foot and the interaction is sure to fail, fueling the fire and escalating your caller's frustration. Clear, friendly communication skills with a positive, friendly attitude always result in a quicker resolution and a happier client. 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
- Effective communication without using jargon and tech speak
- How to easily defuse a challenging client with the use of empathy
- 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.

Duration

Depending on the application it can be run as a 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.

"Edge Communication presented a customer service program for our team in a series of workshops, mystery calls and follow up sessions designed for our IT Help Desk. Ava delivered the program in a very professional, engaging manner and our team took all of the new strategies back into the workplace. Three years later we are still actively implementing the skills Ava taught us and are successfully inducting all our new staff using Ava's Telephone Procedure manual. Our staff have learnt the confidence and skills to not only defuse our clients' frustration when experiencing IT issues, but to achieve a quicker resolution, saving time and increasing productivity. It has been a delight working with Ava and I can't recommend her enough. She really did help turn around my ragband team of Service Desk at the time into a very well oiled and communicative team. I have no hesitation in recommending Edge Communication if you want to improve your customer experience. Jason Priest, Service Manager, Future Logic

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