

BUS103 Telephone Skills – Part I

The Telephone Skills Training Series enhances key skills like listening, gathering information and handling attitudes on the phone. This three hour workshop employs group dynamics and brain storming to make content applicable to your workplace. Part 1 focuses on how to develop your telephone personality, avoid making assumptions and stereotyping customers, 4 skills to building rapport, and clear communication skills. It is an enjoyable and thought provoking experience.