

Professional Phone Presence

Program Description

Whether they are in customer service, client relationship management or sales, your team's first impression can become the lasting impression of your organization. As the front-line representative, your team needs to solve difficult problems and leave clients satisfied with their experience with your organization.

This highly interactive 2-day workshop raises the bar on customer service and professionalism. It is taught by Nyman consultants with experience in voice and/or speech pathology, learning through taped role-plays, exercises and case studies customized for your organization.

This program is newer customer service representatives or those who are looking to improve their overall effectiveness, rapport and relations with the clients who look to them for excellence.

You'll benefit from our Nyman 5-part program:

- 1. Building Rapport & Goodwill (First to last impressions on the telephone)**
 - Making customers feel important
 - The 7 C's of exceptional customer service
- 2. Projecting a Professional Image**
 - The impact of our verbal image: vocal style
 - Power-talking: using positive, active language
 - Getting your point across assertively and in a timely manner
- 3. Moving the Process forward**
 - What's your communication style? The customer's?
 - 9 easy steps to improved listening
- 4. Dealing With Resistance: An opportunity**
 - Controlling emotional triggers in turning around a difficult call
 - Adopting a problem solving approach
- 5. Hands-on Application**

Maximum participants: 8

Program length: 2 days