

Proactive Telephone Skills

Duration 1 day

Keeping customers in jobs is our ultimate goal, therefore it is important advisors have the necessary skills to support customers throughout their journey with employers.

This one-day course is aimed at giving staff within an 'inwork support or Sustainability role' the key skills to enable them to get the best out of all the calls they make on a regular basis to customers (and employers) in order to monitor their progression whilst in work.

Learning Objectives

By the end of the programme, you will be able to:

- Recognise what words and phrases will help motivate a customer into action.
- Utilise questioning and listening skills to recognise and pre-empt any problems or situations that might occur with customers whilst calling.
- Overcome any resistance or objections you get from either a customer or an employer when presenting information.
- Have increased confidence in dealing with awkward or difficult customers / employers.
- Set clear objectives to maximise the effectiveness of all calls, incoming and outgoing.
- Use a framework that helps evaluate how successful or unsuccessful a call has been and why.
- Use active listening to help support customers in all situations.
- Demonstrate how to close the call and gain commitment from the customer or employer in a professional manner.
- Recognise the different personality styles you deal with in order to 'connect' with customers to help build trust.

Delivery & Method

The programme is highly interactive and includes 'telephone skills' practice, either virtually or online.

This is only company specific, and not an open course, like the Successful Employer Engagement by Phone.

Onsite programmes are tailored.

Fees on request. Email: audrey@outshinegroup.co.uk



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Background of Trainer

- An established Telephone Skills and Sales Trainer and Coach for over 25 years within the Welfare to Work, Employability, Social Care and Skills sector.
- Her specialist areas are Employer Engagement, Sales, and Customer Service.
- Currently a volunteer supporting the unemployed to find work.
- Fellow of the Institute of Employment Professionals

Member of: B.A.S.E, IEP, and ERSA – Welfare to Work / Employability associations. ISP [Institute of Sales Professionals]. LPI [Learning Performance Institute]

Past and Present clients include: Remploy, Seetec Pluss, Workpays, Catch 22, Serco, Jobs 22, Shaw Trust, Ingeus, Richmond Fellowship, United Response, Scope, Mind, Nottingham Trent University, Councils and NHS Trusts.

Please contact audrey@outshinegroup.co.uk or phone Mobile 07855 213591 – if you would like to book a place.



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