

# Course : Assistant: better telephone communication

*Practical course - 2d - 14h00 - Ref. AOM*

*Price : 1280 € E.T.*

Entre urgence et temps volé, comment transformer le téléphone en allié de travail de qualité ? Cette formation très pratique, vous propose des méthodes et des outils pour une communication productive et sereine au téléphone.

## Teaching objectives

**At the end of the training, the participant will be able to:**

- ✓ Optimizing telephone communication
- ✓ Tailor your message to meet your needs
- ✓ Smoother exchanges
- ✓ Developing the right telephone reflexes
- ✓ Be better equipped to face difficult situations

## Intended audience

Assistants, secretaries and other staff in telephone contact with the public or internal customers.

## Prerequisites

No special knowledge required.

## Practical details

### Exercise

Practical, participative approach with real-life situations. Experience sharing. Workshop discussions.

## Course schedule

### PARTICIPANTS

Assistants, secretaries and other staff in telephone contact with the public or internal customers.

### PREREQUISITES

No special knowledge required.

### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

## 1 Transforming the telephone from time-stealer to efficiency lever

- Identify the specificities of telephone communication.
- Adopt a constructive attitude.
- Get to know yourself better to build on your strengths and take into account your limitations.
- Master the requirements of different call types.

### Hands-on work

World café, sub-group discussions, self-assessment questionnaire.

## 2 Communicating for a better response

- Se "program" to be available for every call.
- Identify the different types of interlocutors: the talkative, the aggressive, the taciturn, the technical...
- Quickly lead your interlocutor to formulate a request.
- Reformulate and take into account.
- Direct the exchange towards a satisfactory solution.
- Conclude to structure follow-up communication.
- Act and/or plan immediately to free your mind.

### Hands-on work

Group role-playing - Exercises to test listening skills and become aware of listening difficulties.

## 3 Develop your telephone skills and assertiveness

- Limit the "surprise" effect on incoming calls.
- Anticipate and model the most frequent scenarios.
- Acquire reflexes to improve fluidity.
- Develop assertiveness.

### Hands-on work

Mises en situation hors métier : s'entraîner à faire passer un message avec conviction afin de réaliser que le sourire s'entend au téléphone.

## 4 Mastering destabilizing situations

- Negotiate a deadline.
- Identify the real urgency of the request.
- Know how to add value to the answer given to your contact.
- Take into account your own constraints.
- Time management for greater serenity.

### Hands-on work

Mises en situation sur des situations complexes. Débriefing personnalisé.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.