

Conflict Resolution on the Telephone Training Course - 1 Day course

Positive skills to avoid & defuse conflict on the telephone

Aim

The aim of this course is to learn how to manage conflict on the telephone, how to remain in control and achieve positive call outcomes.

Key Learning points

- How to manage aggressive and hostile callers
- How to structure the call in order to remain in control
- Staggeringly effective technique to remain calm
- How to create empathy and rapport
- Positive resolution of all calls

Working closely with our clients, Blue Concept Training will fully embrace all your performance procedures and policies relating to abuse, call management and call directing. The training can encompass the ethos of any existing mystery caller, benchmarking criteria and standards. The training will focus on the areas of your current call management that you wish to improve and the needs of the participants.

Course Programme

Session	Knowledge	Benefit
Communication medium	The challenges this presents and why	Reduce barriers to communication
Best practice for inbound calls	Step-by-step process that works	Review existing practice
Customer behaviour reasons	Understand the drivers	Develop appropriate response
BC dynamic circle TM	Flexible options model	Creative solutions
Catch up stream	The bigger picture	Avoid escalation
Identify the 'Bait'	Notice the triggers	Proactive methodology
Strategies to respond	Explore a range of strategies	Answers at fingertips
Recognise state	Acknowledge the customers' state	De-escalation of conflict
BC assertion model TM	How to verbalise your needs	Direct communication
Working within standards	Understand expectations and application	Consistent approach
Language Patterns	Language skills to defuse	Calm negotiation
Voice control	How to use good tonality	Empathy and lead customer
Fear control	How to remain calm at all times	Stay calm & in control
Dealing with the verbal bully	Why and how to effectively respond	Remain in control
Call debrief	Stress management	Focus on the good aspects
Incident reporting	Corporate & personal responsibility	Manage customer expectations
Practical application	Real-life strategies	Take away solutions
Future development	Options to increase personal skills	Accelerate learning

Participants will feel more in control and manage conflict on the telephone with greater confidence.

Accreditation - Blue Concept Training Certified Course