

Seminar offer for „perfect telephone skills” by Dirk Käser M.A.

goal:

the seminar provides the knowledge, that is required in daily telephone contact. On the basis of a constructive perspective on the employee as a personage and as a company representative we will provide an optimum attitude for a contact on the phone. Both standard situations and difficult situations can be seen as positive challenges. And the staff will notice the customers and their needs. The theoretical explanations will be immediately transferred into many exercises.

target group:

general manager, operations manager, executives from all divisions and employees who internally or externally communicate on the phone.

Number of participants: max. 12

content:

- ✓ confident presentation and its effects
- ✓ our product - our expertise
- ✓ king, partner, enemy - the customer or colleague
- ✓ general rules of telephony
- ✓ standard situations
- ✓ effective closing techniques
- ✓ purposeful use of communication techniques
- ✓ expressing thoughts customizable in every moment
- ✓ dealing properly with difficult communication situations and difficult communication partners



Contact me!

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