

# Professionalize your customer service

## Physical and telephone reception

Hands-on course of 2 days - 14h

Ref.: REL - Price 2024: CHF1 450 (excl. taxes)

### EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

- Know the basic principles of communication
- Know yourself better to communicate well
- Decipher the other person to communicate better
- Clear up misunderstandings
- Build a toolbox for better communication

### HANDS-ON WORK

Face-to-face and telephone reception situations. Communication self-diagnosis, group reflection exercises.

## THE PROGRAMME

last updated: 07/2021

### 1) Understanding the unique aspects of telephone reception

- Inventory of constraints.
- The impact of telephone reception on the company's brand image.
- An imperative: Offer a positive first impression of yourself, of the requested service, of your company.

*Group discussion* : Group work on the unique aspects of telephone reception.

### 2) Best techniques for telephone support

- Pick up the phone quickly and greet the caller.
- Successful first contact.
- Careful presentation: tone, flow, articulation, rhythm, availability and clarity of communication.
- Ask the right questions to guide the caller and get the message across.
- Practice active listening techniques to build confidence and make sure you have understood.
- Ensuring that the caller is fully taken care of.

*Role-playing* : Successful first contact on the phone. Group debriefing.

### 3) Welcoming: Communication rules applied to physical reception

- How to welcome: Positioning yourself, knowing your role and your missions.
- Rules of listening and empathy.
- Rules of observation.
- How to ask questions and rephrase.
- The physical means of expression: gestures, postures, looks, smiles.
- Maintaining positive attitudes in difficult moments.
- Welcoming people with disabilities: their behavior, their way of communicating.
- Selecting information to provide to people with disabilities: Accessibility of the building and services.

*Role-playing* : Master communication techniques in physical reception situations. Group debriefing.

### 4) Managing complaints: interpersonal communication

- Interpersonal communication: definition, basic techniques.
- Verbal, paraverbal and non-verbal communication.

### 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.

### 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](mailto:psh-accueil@ORSYS.fr) to review your request and its feasibility.

- The impact of messages, the image conveyed by one's behavior (how others see us).
- Self-affirmation and assertiveness.
- Trusted relationships and mutual respect, self-esteem.
- Defusing a difficult situation.
- Attitudes towards the reactions of others: passivity, flight, attack, aggressiveness, manipulation, insinuation, etc.

*Exercise* : *Self-diagnosis: Measure your level of assertiveness. Role-playing difficult situations with clients. Group debriefing.*

## DATES

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### REMOTE CLASS

2024 : 03 Jun, 16 Sep, 28 Oct