

TELEPHONE AND RECEPTION SKILLS

Aim:

To refresh the skills of reception staff; to reinforce general techniques for effective communication in the workplace; and to raise awareness of how to deal with difficult and/or sensitive situations.

Objectives:

By the end of the course delegates will:

- Recognise the importance of image and communication for "front of office" staff
- Be aware of the barriers to positive image and communication
- Be aware of techniques for handling "tough calls", difficult or sensitive situations.

Numbers : 12 maximum

Style : informal, interactive with group work and handouts

Duration : ½ day

Suitable for: senior secretaries, receptionists, administrators and others making front line contact with the public

TELEPHONE AND RECEPTION SKILLS – course descriptor

A ½ day devoted to refreshing the communication and image-building skills of front-line staff, with particular focus on developing the skills needed to deal with difficult or sensitive situations on the phone or face to face.