



Telecommunications:
Don't Let a Hang up
Turn into a Write Up!



TEXAS
JUVENILE JUSTICE
DEPARTMENT

Performance Objective:

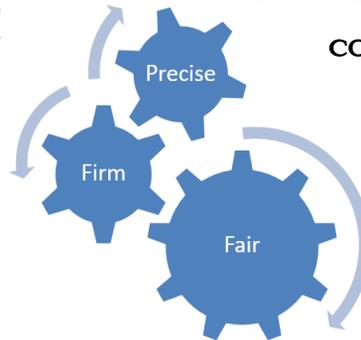
By using the information and skills discussed participants will be able to address the needs of customers during types of telecommunication situations.

Describe a positive customer service experience:



First Impressions only happen Once!

The main components to effective non face to face communications



Listen

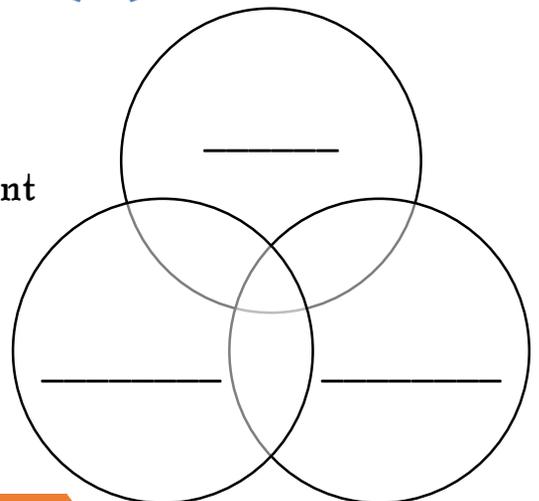
Empathize

Ask Questions

Paraphrase

Summarize

Speech Content



Mastering the other 20%
Treat Everyone as a Customer



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Activity:
What did you hear?



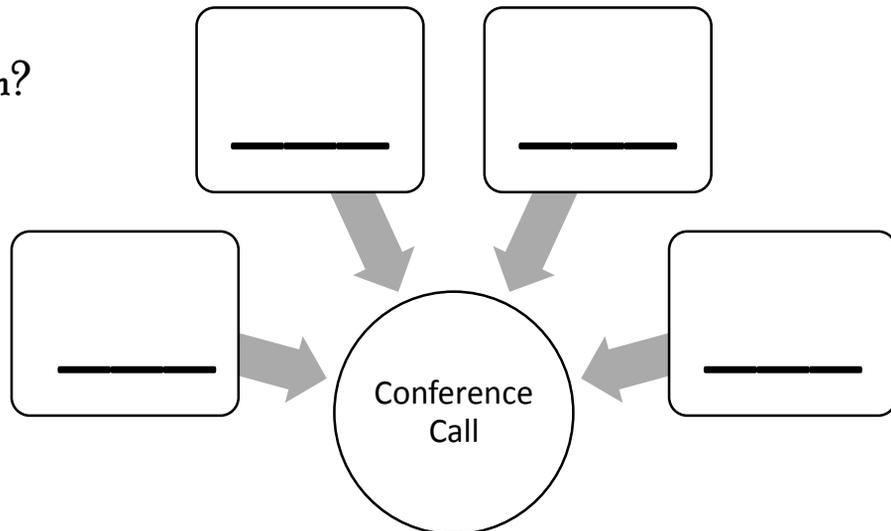
How did the emotions
impact the
communications?

What would the experience
be like if there were more
than two people involved?

How could more
miscommunication happen?

LOL Laugh out loud	OMG Oh my god	ILY I love you
PPL People	IDK I don't know	TBH To be honest
BTW By the way	THX Thanks	SMH Shaking my head
AMA Ask me anything	JK Just kidding	IMO In my opinion
IKR I know right	FYI For your information	BRB Be right back
GG Good game	IDC I don't care	TGIF Thank God it's Friday
ICYMI In case you missed it	IRL In real life	Bff Best friends forever

Increase your engagement by using an
online meeting platform?



The Conference Call
What you do before the call makes all the
difference.