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

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!

Listen

Empathize

Ask Questions

Paraphrase

Summarize

Speech Content

The main components to effective non face to face communications

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?

Increase your engagement by using an online meeting platform?

How could more miscommunication happen?

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