

Special Assistants: Communicate better by telephone



AS-30 2 Days (14 Hours)

Description

Each communication must be a privileged exchange, which is sometimes difficult when the missions of the assistants and the communications to be handled multiply.

This training aims to control the duration of calls by handling them with quality and courtesy in order to convey a good image of the organization.

Who is this training for ?

For whom

Assistant, secretary and any employee in contact by telephone or video with the rest of the organization or outside.

Prerequisites

None.

Training objectives

- Strengthen the quality of your communication by telephone or video.
- Master good reflexes.
- Skillfully get out of difficult situations.

Training program

Les incontournables de la communication au téléphone

- Find the right tone and words for your presentation to make the first contact successful.
- Use your voice as a tool to develop your impact.
- Perceive the state of mind of the interlocutor.

Structurer l'entretien et gérer le temps de la communication

- Master the stages of the interview.
- Frame the time of the call.
- Listen, question, reformulate for effective communication.
- Conclude the call and leave with a good impression.

Traiter l'appel avec tact et pertinence

- Make a barrier.
- Filter elegantly: make wait; transfer; resume a correspondent with courtesy.
- Take a relevant and faithful message.
- Prepare and succeed in your calls.

Être à l'aise dans les situations délicates Mettre en confiance. Désamorcer les tensions.

- Channel a talkative interlocutor.
- Calm a disgruntled, aggressive person.
- Manage an impatient person.
- Thwart intimidation tactics.