

---

# Good practices for a successful telephone reception

## Description

Answering a call from an annoyed, threatening, or angry customer can be a daunting task. How to manage your aggressiveness ? How to calm him down and act on his request?

This training will allow you to acquire the tools and the confidence necessary so that each customer phone conversation is a moment of constructive, solution-oriented discussions.

## Classroom Registration Price (CHF)

1300

## Virtual Classroom Registration Price (CHF)

1300

## Course Content

How goes a telephone call The rules of oral communication The basic communication tools:

- questioning
- reformulation
- active listening
- non-violent communication

The identification of the needs and expectations of his interlocutor Managing difficult situations:

- calls that drag on
- the aggressiveness of his interlocutor
- complaints and claims

Stress management - tips and tricks Scenarios based on fictitious situations and / or experienced by the participants

## Documentation

- Digital courseware included

## Participant profiles

- Call center employees
- Support technicians
- Anyone else who needs to answer the phone

## Prerequisites

- No prerequisites

## Objectives

- Conducting and manage phone conversation
- Improve their oral expression in order to gain confidence in the face of their interlocutor
- Develop their assertiveness in order to better respond to requests
- Handle difficult situations

## Niveau

Fondamental

## Duration (in Days)

---

2

**Reference**  
COM-TELE