

# Telephone Techniques

**Location:** Aberdare

**Duration:** 1 Day

## **Content**

- Good Communication
- Barriers to quality calls
- Basic rules of good telephone techniques
- Mistakes people make
- Creating the right impression
- Tone and attitude
- Handling difficult callers
- Planning, listening, asking questions

**Cost:** £80 per person plus vat  
Group Discount Available

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