|  |  |
| --- | --- |
| Effective Communicator Needs1. Knowledge
2. Skills
3. Attitude

People will forget what you said. They will forget what you did. But they will never forget how you made them feel. *Maya Angelou*Seven Deadly SinsThe ABCDE (Five Qualities) of a Good Telephone Voice1. Alertness - Your voice must have spark and energy.
2. Balanced - Your voice should be soft, happy, in a pleasant mood.
3. Conversational tone – Be a human being talking with-not at- another human being.
4. Distinctness – Clearly articulate each word and show that you are seeking understanding.
5. Expressiveness – Vary the tone and pace of your voice to suit the situation.
 | Your Welcome – Should HAILUse HAIL technique to allow your listeners to hear and digest what you are saying. **H** = Honesty (straight and clear)**A** = Authenticity (be yourself)**I** = Integrity (be trustworthy)**L** = Love (wish people well)6 P’s to Para Verbal CommunicationPractice voice modulation to help you get the right speed, tone and clarity in your speech. **P** = Pace (how fast/slow)**P** = Projection (how loud/soft) **P** = Pitch (how high/low)**P** = Pause (convey shades of meaning)**P** = Pronunciation (articulate each word fully)**P** = Positivity (wear a smile at all times)Create a Positive First Impression* Answer promptly – before 3rd ring.
* Be prepared – stop what you are doing, smile, take a breath and focus.
* Introduce yourself.
* Use their name as soon as possible.
* Use 6P’s to Para verbal communication.
* Be an ‘Active’ Listener.
* Know when to ask for help – remember you don’t need to know everything. You need to know who can help.
* Thank them for calling. Breathe from your diaphragm
 |
| 4 Key Parts to your Phone Greeting1. Salutation – Good Morning
2. Company Name
3. Your Name
4. Offer of Assistance

E.g. Good Morning, PD Training this is Stacey, how can I assist you today?Show UrgencyEveryone is busy and want things done immediately. Let your caller know you will manage their enquiry with a sense of urgency. * Express Urgency – rest assured that this will be done ….
* Quote facts for postponement of resolution
* Promise results soon
* Apologize for the inconvenience
* Keep the customer informed about the proceedings

Use a phrase like:“Apologies there has been a delay. Let me investigate right now for you and determine what we can do.” Ending a Call Politely and Professionally1. End the call on a high note – make them feel welcomed to call you again.
2. Summarize – Before you go, let me summarize…
3. Add Value – ‘one tip I love to provide…’
4. Thank the client for calling – it is essential to make the client feel cherished and important.
5. Wafflers – switch to the past tense. E.g. ‘I appreciate the time you have spent in explaining the situation to me’
 | Good Questioning Techniques1. Open Questions help you:
* Achieve an elaborate answer
* Receive an explanation or clarification
* Get the respondent to think and reflect
* To receive opinions and answers
* Give the respondent control

E.g. What, how, why, where1. Closed Questions are used when you want:
* To receive/confirm facts
* A quick answer
* To keep control of conversation
* A one-word response
* To keep it easy for the respondent as they don’t need to reveal too much

E.g. Do, are, Have, Can Should1. Clarifying Questions - e.g. “and you need an answer by Friday?”
2. Seek Satisfaction/Understanding – e.g. “Are you okay with the suggestion I made?”

Use the HEAT to Defuse an Irate Client**H** = Hear them out!**E** = Empathize**A** = Ask questions**T** = Take responsibility and thank them |