



SSG-APPROVED TRAINING COURSE

Effective Telephone Techniques and Follow-up Actions (Synchronous e-Learning)

HIGHLIGHTS OF THE PRACTICAL AND VALUABLE PROGRAM

Projecting good impressions when handling business calls



Identifying and managing different types of callers' behaviors



Building rapport to ensure callers feel recognised and respected

Applying principles of effective communication to ensure customer satisfaction



Expressing empathy and assertiveness in call handling



Performing effective follow-up actions through emails and social media

ADMINISTRATIVE DETAILS	SSG COURSE DETAILS	PREREQUISITES	WHO SHOULD ATTEND
<ul style="list-style-type: none"> • Duration: 8 hours (1 day) • Course Fee: \$220 • Course Fee (after SSG Training Grant) <ul style="list-style-type: none"> ▪ MCE/SME: \$66 ▪ Singaporeans below 40 years and PRs: \$110 	<ul style="list-style-type: none"> • Course Reference Number: TGS-2019504400 • Funding Validity Period till 31 July 2023 • Mode of Training: Zoom 	<ul style="list-style-type: none"> • Education: Minimum 'Secondary' • Language: able to speak, and write in English at a proficiency level not lower than WPL Level 3 	<ul style="list-style-type: none"> • Staff working in customer service, technical support, call centre, service and sales support, administration, and other roles involving customer contact • Staff working in various roles in an organisation

SSG terms and conditions apply.

MCE: Singapore Citizens, 40 years and above



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