# Hotlines Phone Skills Series



# Skills to be helpful, efficient & results focused!

## Set of 12 videos

Comprehensive training program for call centres designed by psychologist Eve Ash. Ideal as short, sharp team training or self-paced learning.





### **HOTLINES PHONE SKILLS SERIES SET OF 12 VIDEOS**

STOCKCODE: HLSET ISBN: 978-1-875645-79-4



#### **COURSE WORKBOOKS**

PDF on each DVD with key points, quizzes, activities and handouts. Print freely or buy bound workbooks for learners @ AU\$198 for 10



DVD

DVD	SET PRICE	\$1980
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1	שעע	\$2/5 each
2-4	DVDs	<b>\$220</b> each
5-10	DVDs	<b>\$187</b> each
1+	DVDs	<b>\$165</b> each

Streaming Options Available

7DTV

#### 1. Meet the Dial Tones

HL01 | ISBN: 978-0-9803532-2-8 11 minutes



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Three new staff create fun at work, and learn the benefits of feedback. .

## 2. Conveying a Professional Image

HL02 | ISBN: 978-0-9803532-3-5

#### 12 minutes

Speak well, greet warmly, use protocols effectively and impress callers.

## 3. Building Relationships

HL03 | ISBN: 978-0-9803532-4-2 12 minutes



Show interest, build rapport and convey a willingness to help.

## 4. Communicating Clearly

HL04 | ISBN: 978-0-9803532-5-9 14 minutes



Listen and clarify needs, explain methodically and ensure understanding.

## 5. Appreciating **Human Differences**

HL05 | ISBN: 978-0-9803532-6-6 12 minutes

Adapt your communication style to suit people of different backgrounds.

## 6. Satisfying Customers

HL06 | ISBN: 978-0-9803532-7-3 14 minutes



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Know your products and services to efficiently delight your customers.





## 7. Solving Problems

HL07 | ISBN: 978-0-9803532-8-0 12 minutes



Listen and show concern, clarify, summarise and satisfy with a clear solution.

#### 8. Handling Upset Customers 7DTV HL08 | ISBN: 978-0-9803532-9-7

12 minutes



Be sympathetic to needs, apologise effectively and agree on plan to help.

## 9. Managing Anger and Abuse HL09 | ISBN: 978-0-9803533-0-3

16 minutes



Essential skills to professionally manage aggressive or abusive callers.

# 10. Controlling Call Time

HL10 | ISBN: 978-0-9803533-1-0 15 minutes



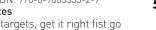
7DTV

Certificate for Creative Excellence, Columbus International Film & Video Festival Certificate for Creative Excellence, US International Film and Video Festival

Learn skills to politely curtail talkative callers and stay on target.

## 11. Focusing on Results

HL11 | ISBN: 978-0-9803533-2-7 13 minutes



## Achieve targets, get it right fist go and commit to improvement.

12. Staying Positive HL12 | ISBN: 978-0-9803533-3-4 15 minutes



Stay calm and manage pressure, keep motivated and enjoy the team.



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