

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 SET PRICE \$1980

1	DVD	\$275 each
2-4	DVDs	\$220 each
5-10	DVDs	\$187 each
1+	DVDs	\$165 each

Streaming Options Available



1. Meet the Dial Tones

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

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

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

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

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 first go and commit to improvement.



12. Staying Positive

HL12 | ISBN: 978-0-9803533-3-4
15 minutes

Certificate for Creative Excellence, US International Film and Video Festival

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

