



Telephone Negotiating System

One of the toughest things a Contact Centre consultant may have to do is negotiate on the telephone. Special skills and techniques are required, along with sound stress management strategies, to ensure both a great customer relationship and a healthy team member!

The BEST Telephone Negotiation System is most valuable when:

- ① Your consultants are continually having to deal with challenging calls requiring problem solving and tough answers
- ① Your teams are well trained in Customer Service systems and standards but really want an additional edge
- ① Your policies and processes are firmly in place, but your customers want flexibility and empathetic understanding
- ① Your inbound and outbound sales skills are good, but you really want your team to have an expanded toolkit, to make the most of every call with the BEST outcomes possible.

The BEST Telephone Negotiating System includes:

- Understanding the principles of negotiation
- The essentials of planning and preparation where possible
- Clarifying personal and professional limits and boundaries
- Power issues and how to manage them
- The proven BEST six-step negotiation process
- The four-choice model in negotiation
- Strategies for successful telephone rapport building
- Working with cross-cultural issues on the phone
- Successful questioning techniques for multi-dimensional understanding
- Handling complaints and concerns positively
- Seven steps to resolving conflict
- Stress diffusing skills – for all
- Three ways to reach agreement
- Finalising and following through

TRAINING METHODOLOGY

This intensive one day workshop can be conducted for up to 25 participants, who will be divided into clusters of 5 or 6. The minimum effective group size is 6-8, as much learning takes place from participant participation.

Equipment used is kept to a minimum, to allow real-time discussion and involvement; flip charts and workbooks are the norm. Additionally, specifically customised 'keeper' items can be developed, such as mugs, pens or laminated desk mats to act as ongoing reminders.

The entire program is fast, interactive and fun, providing valuable discovery-learning processes in a relaxed environment. The BEST Telephone Negotiating System was developed locally, supports all levels of experience and expertise, and is highly involving and engaging, ensuring real work applicability and relevance.