

Creating Opportunities by Phone

Communicating by phone has become an important and unavoidable part of working in the Welfare to Work, Social Care and Work Based Learning Industry.

This course teaches delegates the core techniques and skills needed to effectively engage with employers by phone.

Recommended For:

Welfare to Work, Social Care, and Work Based Learning staff members both new and experienced working on employability or skills contract.

Any individual who calls employers to identify apprenticeship, job opportunities, training or work placements.

Objective:

Delegates will learn and apply several robust techniques and strategies to successfully engage key decision makers by phone.

Learning Outcomes

By the end of the training delegates will:

- Know how to approach employers correctly first time
- Be able to utilise a Professional Call Structure that encourages engagement
- Understand the key ingredients to a successful opening to a call and know how to gain positive attention
- Be able to overcome common objections with ease
- Learn how to gain credibility from employers by using active listening skills
- Know how to manage their time more effectively
- Recognise the importance of building solid relationships with employers
- Be able to confidently close calls to increase conversions
- Understand how to deal confidently with gatekeepers

Duration 1 or 2 days.