



TELECARE

Exceptional Service Over The Phone

This is not just a video. It is a complete training program, 7 volumes of video, facilitators guide and participants workbook.

Telecare will pay you back in great service 100 fold after the first viewing.

- * use it time and again to train new hires*
- * refresh stale phone skills,*
- * rejuvenate a flagging team*
- * motivate your people through a healthy dose of humor!*



This is not your father's training tape. Rick and Rick, authors and performers of the all time best selling Dealing With Difficult People audio and video, have brought their unique style of Educating through Entertainment to Customer Service.. Your people will be delighted to watch and learn.

Preparing For Exceptional Service And Care

Why customers jump ship, and how to get them to stay * Ways to prevent the complications that make phone service unpleasant * How to transform your phone and computer into a personal help desk * How to identify and avoid the '7 Sins of Customer Service'

The Multiple Roles Of A Telecare Provider

The Host: Putting your callers at ease * The Teacher: When and how to educate your callers
The Detective: How to gather information without the third degree * The Healer: calm customer emotions swiftly and effectively * The Advocate: Going to bat for your customer's best interests

VOLUME THREE: Self-Coaching for Continuous Improvement

Activity: How to identify and counter your own 'energy diminishers' * 6 ways to adjust your attitude and regain your perspective * How to turn challenges into benefit rich opportunities * Quick ways to recharge yourself during the day, physically and mentally

VOLUME FOUR: Telecare Tactics For Tricky Situations

Specific ways to deal with English as second language and cultural differences * What to do when you and your caller have a difference of opinion * When and how to use faxes and email * 4 rules of effective phone transfers * How to put people on hold with irritating them

VOLUME FIVE: Dealing Positively With Challenging Callers

How not to take bad behavior personally * The most effective way to regain your composure * How to use the roles of Telecare with tough customers of every type * How to find out what negative customers are really saying * Magic words you can use to calm hotheads

VOLUME SIX: The 8-Step Path To Successful Phone Sales

Why forced scripts don't work, what to do if you're asked to use them * 3 questions your customers wonder about but never ask * How to translate features of your product or service into bottom line benefits * A process that increases your chances of closing consistently

VOLUME SEVEN: Inspiring Superior Performance From Your Team

The difference between management and leadership * How to create a mission statement that people will believe in * Why internal customers are as valuable as external ones * How to use listening strategies to get honest customer feedback * building bridges and breaking barriers

7 Volume Video plus workbook. A facilitator's guide is also available.

