



Positive telephone language for reception & support staff.

Who is this workshop for?

This workshop for dental practice managers and support staff.

What is the workshop about?

The telephone has become a popular form of communication in everyday life. It has become so common place that we often take it granted. We need to concentrate on developing our telephone skills in order that we can get our message across effectively and not be misunderstood.

The telephone manner and tone of voice often the first point of contact our patients have without practice and it is essential that we give the right impression as well as being efficient in exchanging ideas and information.

What are the learning objectives?

By the end of the workshop delegates will be able to:

- List elements of good telephone practice.
- Structure pro-active telephone calls.
- Identify negative messages which may creep into conversations and replace them with positive ones.
- Determine the appropriate level of questioning required for their role.

What should I expect to gain from the day?

- The workshop will provide delegates with a framework for handling telephone calls effectively.
- Delegates will be able to analyse the language and common phrases which they use on the telephone and judge whether it is appropriate.
- Improved communication skills.

Workshop outline and key topics covered

This workshop will help delegates to appreciate how negative signals can creep into our everyday communications and how important it is to be positive when helping patients. We start the course by examining a popular communication skills model and looking at the difference between face-to-face communication and the use of the telephone. We explore the use of language and consider the importance of listening to patients during the telephone conversation. The workshop provides the opportunity to discuss tools and techniques which work in other practices and we encourage delegates to share their positive experiences.

During the afternoon session we use practical exercises to help delegates to plan for incoming and outgoing telephone calls. Practice sessions will help to reinforce delegates learning particularly in terms of questioning and listening skills.

Registration will commence from 9.00am, the meeting will begin at 9.15am and will finish at approximately 4.15pm. This course is generally regarded to provide 6 hours of CPD