

## Session 6 On the Line; Telephone Tips & Techniques

***“That’s an amazing invention, but who would ever want to use one of them?”***

Ruther B. Hayes, President of the United States in 1876

Obviously, we have come along way since that day. Who could live without a telephone is a more applicable question today. Although a telephone is commonplace, its effective use in a medical practice, does not always appear to be commonsense. People draw conclusions about our abilities, skills, knowledge, and professionalism from many indicators. The telephone happens to be an important one. The person who answers the telephone or uses it in the course of providing routine service to patients, family members, or third party payers becomes the window to the organization. Be assured you are making the connection with your telephone skills by attending this session.



### **Attendees will:**

- Understand the behaviors which influence a caller's response
- Create dynamic first impressions and build rapport
- Learn how vocal qualities and customer service are connected
- Identify the 2 elements that impact understanding
- Discover tips for improving your listening ability
- Explore how vocal rate and volume affect the call
- Learn the Motive-8's which keep your attitude under control
- Discover the value of proper diction
- How to professionally put and retrieve a caller on "Hold".
- Structure a Greeting that makes a caller feel welcome.
- List the 5 Forbidden Phrases when using the Telephone.