



Telephone Skills for Professionals in Health Care

Wendy Leebov

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When employees are on the phone, your organization's reputation is on the line!

Telephone Skills is a nuts and bolts guide to exemplifying great customer service in phone conversations. After making a convincing case for the importance of great customer service on the phone, it identifies the critical behaviors that impress customers and build consistency into the methods staff members use on the phone. Self-awareness tools, telephone protocols and skill-building exercises make this guide a great aid in staff development and coaching. Readers will learn how to handle phone conversations with professionalism, tact and impressive customer service. This resource includes scripts, self-assessment tools and practice exercises, and is great for staff development.

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