



The **B·E·S·T** Telephone Negotiation System

‘Motivating and empowering your people to perform at their BEST for your organisation’

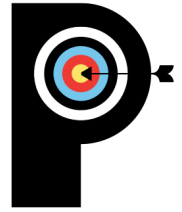
One of the toughest things a Contact Centre consultant may have to do is negotiate on the telephone. Special skills and techniques are required, along with sound stress management strategies, to ensure both a great customer relationship and a healthy team member.

The BEST Telephone Negotiation System is most valuable when:

- Your consultants continually have to deal with challenging calls requiring problem solving and tough answers
- Your teams are well trained in customer service systems and standards but need that additional edge
- Your policies and processes are firmly in place, but your customers want flexibility and empathetic understanding
- Your inbound and outbound sales skills are good, but you really want your team to have an expanded toolkit, to make the most of every call with the BEST outcomes for success.

Our Proven Program includes:

- Understanding the principles of negotiation
- The essentials of planning and preparation where possible
- Clarifying personal and professional limits and boundaries
- Power issues and how to manage them



Progress.

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- The proven BEST six-step negotiation process
 - The four-choice model in negotiation
 - Strategies for successful telephone rapport building
 - Working with cross-cultural issues on the phone
 - Successful questioning techniques for multi-dimensional understanding
 - Handling complaints and concerns positively
 - Seven steps to resolving conflict
 - Stress diffusing skills – for all
 - Three ways to reach agreement
 - Finalising and following through

Why Progress Training Works

Progress Program Design and Methodology

At Progress Training Systems we undertake extensive briefings and orientation activities with clients to ensure we understand your corporate culture, terminology and procedures. We conduct diagnostic evaluations to enable us, in partnership with you, to tailor and customise the selected program to suit your organisation's style, services and other development activities.

In our own experience, a lot of time and money can be wasted on development programs that don't work. We want to achieve results, for our clients primarily – but also for our own satisfaction, reputation and referral business. We know that the only effective behavioural change occurs over time, with good on-the-job coaching and support.

Our programs are lively, interactive and enjoyable, providing valuable discovery - learning processes in a secure and friendly environment.

For further information on ways that Progress can help your organisation Progress further call today on +61 29527 2280 or email admin@progress.com.au