

Advanced Communication: Email, Calls & Escalations

Learn to handle emails, calls and escalations with clear, professional and culturally aware communication.

1 Day

DURATION

12

TOPICS

COURSE OVERVIEW

This course covers effective communication skills, including verbal and non-verbal aspects, before moving into email communication and end-to-end customer handling across both channels. It then addresses call handling, managing conflicts and difficult situations, and client-facing communication such as call etiquette, cross-cultural sensitivities and empathetic problem-solving. The course also covers handling escalations and team delegations, along with grammar, presentation skills, interpersonal skills and cultural sensitisation for globalisation.

WHO THIS COURSE IS FOR

Customer Service Representatives

Call Centre Agents

Client-Facing Professionals

Team Leads

Support Escalation Handlers

LEARNING OBJECTIVES

- Explain the principles of effective verbal and non-verbal communication
- Apply email communication practices for customer interactions
- Manage end-to-end customer handling across calls and email
- Apply call handling techniques for customer conversations
- Handle conflicts, saying no and difficult situations professionally
- Apply client-facing communication etiquette across cultures
- Manage escalations and delegate tasks within a team
- Apply correct grammar and presentation skills in communication

12 Topics

TOPICS

- Effective Communication skills
- Verbal, Non verbal
- Email Communication
- End to end customer handling (verbal and Email)
- Call Handling
- Communication w.r.t saying No/conflicts and handling difficult situations
- Client interfacing communication – Call etiquette/cross cultural, sensitivities/Technical proficiency explanation and empathized problem- solving skills
- Handling escalations and team delegations
- Grammar
- Presentation Skills
- Interpersonal Skills
- Culture sensitization -- Globalization

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

Learn the Way That Suits You

Classroom Training

Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

Visit koenig-solutions.com

✉ info@koenig-solutions.com