



HANDLING CHALLENGING PHONE CONVERSATIONS

Available over Virtual Classroom/ Face-to-Face

An IBF-Accredited Programme

Programme Code: P200316LP0

Customer Relationship & Stakeholder Management

B11.Service Challenges - Level 3 (FSE-CEX-3008-1.1-1)

COURSE SYNOPSIS & OUTLINE

Most frustrated people may come across as being overly assertive or aggressive at the beginning of a call because they want to ensure that you know how they are feeling. Therefore, it is really important to listen to what they are saying before you start to respond or attempt to resolve their issues.

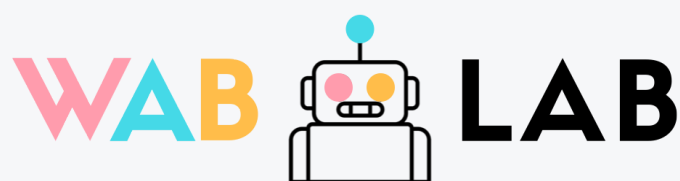
This course provides you with a framework in managing challenging phone conversations effectively, using techniques such as vocal control and empathetic listening. Participants will also learn how to engage in a conversation based on relationship-building, instead of just trying to 'resolve the issue'.

Handling Challenging Phone Conversations helps to develop customer relationships that build customer loyalty and confidence through the following areas:

- Know your customers, products and services
- Establish rapport over the phone
- Avoid service pitfalls
- Recognise service and sales opportunities
- Handle service challenges effectively

Course Duration: 1-day (8-CPD hours)

Target Audience: Sales, Service and Ops personnel in the Financial Industry who have frequent phone contact with internal and external customers.



In partnership with Monochrome Learning Solutions

Course Advisor:

Contact No:

COURSE FEE: \$428
AFTER IBF SUBSIDIES, YOU ONLY PAY:

SINGAPORE CITIZENS
AGED 40 YEARS OLD AND
ABOVE

CORPORATE
\$68 NETT

SINGAPORE CITIZENS
BELOW 40 YEARS OLD
AND ALL PERMANENT
RESIDENTS

\$108 NETT

INDIVIDUAL
\$42.80 NETT

\$85.60 NETT

Singapore Citizens aged 40 years old and above will continue to be eligible for 90% co-funding of course fees, subject to prevailing grant cap.

ON TOP OF THE SUBSIDIES, REGISTERED FINANCIAL INSTITUTES ARE ALSO ELIGIBLE FOR TRAINING ALLOWANCE GRANTS:

\$80 APPLIED VIA YOUR ORG FROM IBF

All fees are inclusive of GST. Subsidies are applicable for all Singaporeans & PRs. For more details on funding, please refer to Page 3.



COURSE OVERVIEW

TOPIC

TRAINING APPROACH

Opening and Introductions

- Opening Administration
- Learning Objectives
- Introduction to "How to build customer confidence"

- Lecture
- Activity - Game

Know your Customers, Products and Services

- Who are your customers and what are their common requests?
- What are your key products and services?
- How can you develop indepth knowledge of your products and services?

- Group Discussion
- Lecture

Establish Rapport over the Phone

- Call Interaction Cycle
- Two Key Elements: Your Voice and Your Words
 - a. Learn about the 3Ps of vocal quality
 - b. Avoid taboo words
 - c. Use service words

- Lecture
- Group Discussion
- Call Sample
- Role-Play

Recognise Service Opportunities

- Learn to identify the following:
 - a. Common post sales/service follow-ups and other service opportunities
 - b. Common service breakddowns

- Lecture
- Group Discussion

Service Recovery

- Know about the What and Why of service recovery
- Introduction to the 4Rs of service recovery
 - a. 1st R - Respond to the customer proactively
 - b. 2nd R - Recognise and reflect the customer's situation & feelings
 - c. 3rd R - Resolve the customer's situation with urgency
 - d. 4rd R - Review and improve procedures

- Lecture
- Group Discussion
- Call Sample
- Role-Play

Assessment

- Multiple Choice Questions (MCQ)
- Role-Play
- Closing Administration

- Assessment
- MCQ
 - Role-Play

IBF ENHANCED FUNDING

80%

FUNDING FOR ALL IBF ACCREDITED COURSES COMMENCING BETWEEN 1 JANUARY 2022 TO 30 JUNE 2022 SINGAPORE CITIZENS AGED 40 YEARS OLD AND ABOVE WILL CONTINUE TO BE ELIGIBLE FOR 90% CO-FUNDING OF COURSE FEES, SUBJECT TO PREVAILING GRANT CAP.

\$10

CORPORATE TRAINING ALLOWANCE GRANT FOR ALL IBF ACCREDITED COURSES COMMENCED BY 1 JULY 2021 AND COMPLETED NO LATER THAN 30 SEP 2022. APPLICABLE TO ELIGIBLE COMPANY SPONSORED PARTICIPANTS ONLY.

Course Fee - Handling Challenging Phone Conversations (8-Hours)

Full Course Fee	\$400.00
Full Course Fee with GST	\$428.00

Nett amount after funding (incl. GST)

90% subsidy applicable to courses between 1 January 2022 to 30 June 2022 and completed no later than 30 September 2022 for all Singapore Citizens aged 40 years old and above

Singapore Citizens aged 40 years old and above	Self-Sponsored	\$42.80
	Corporate	\$68.00

80% subsidy applicable to courses between 1 January 2022 to 30 June 2022 and completed no later than 30 September 2022 for all Singapore Citizens aged below 40 years old & Permanent Residents

Singapore Citizens & Permanent Residents	Self-Sponsored	\$85.60
	Corporate	\$108.00

Others		\$428.00
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ABOUT IBF-STTS PROGRAMMES

Handling Challenging Phone Conversations has been accredited under the Skills Framework for Financial Services, and is eligible for funding under the IBF Standards Training Scheme (IBF-STTS), subject to all eligibility criteria being met. Participants are advised to assess the suitability of the programme and its relevance to their business activities or job roles.

IBF subsidies of courses are as follow:

- 80% subsidy is applicable to courses conducted between 1 January 2022 to 30 June 2022 and completed no later than 30 September 2022

Singapore Citizens aged 40 years old and above will continue to be eligible for 90% co-funding of course fees, subject to prevailing grant cap.

For company-sponsored individuals, the Training Allowance Grant will apply to IBF recognised courses that commence on or before 30 June 2022, and must be completed no later than 30 September 2022. Applicable to eligible company sponsored participants only.

Find out more on www.ibf.org.sg

ELIGIBILITY

Self-Sponsored Individuals

- Singapore Citizens or Singapore Permanent Residents physically based in Singapore
- Participant has to complete at least 75% attendance and pass all relevant assessments
- MCLS reserves the right to recover the funded amount from the participant if he/she does not meet the eligibility criteria

Corporate

- Singapore Citizens or Singapore Permanent Residents physically based in Singapore
- Company must be Singapore-based financial Institutions regulated by MAS (licensed or exempt from licensing by MAS) or FinTech firms certified by Singapore FinTech Association

MORE INFORMATION ABOUT IBF CERTIFICATION

About IBF Certification for courses eligible for IBF Qualified (IBFQ)

Participants who successfully complete this course and fulfill the required number of Technical Skills and Competencies (TSCs) for the selected job role can apply to be conferred the IBF Qualified (IBFQ) certification status.

Find out more about IBF certification and the application process on <https://www.ibf.org.sg/certification/Pages/Why-be-Certified.aspx>

About IBF Certification for courses eligible for IBF Advanced (Level 2/3)

Participants who successfully complete this course with at least 3 years of relevant financial services industry experience and fulfill the required number of Technical Skills and Competencies (TSCs) for the selected job role can apply to be conferred the IBF Advanced (Level 2/3) certification status.

Find out more about IBF certification and the application process on <https://www.ibf.org.sg/certification/Pages/Why-be-Certified.aspx>

About IBF Certification

This course addresses the following Technical Skills and Competencies (TSCs) and proficiency level:

- Customer Relationship and Stakeholder Management - Service Challenges - Level 3 (FSE-CEX-3008-1.1-1)

Participants are encouraged to access the IBF MySkills Portfolio (<https://www.ibf.org.sg/programmes/Pages/MySkills-Portfolio.aspx>) to track their training progress and skills acquisition against the Skills Framework for Financial Services. You can apply for IBF Certification after fulfilling the required number of Technical Skills and Competencies (TSCs) for the selected job role.

Find out more about IBF certification and the application process on <https://www.ibf.org.sg/certification/Pages/Why-be-Certified.aspx>