



Telephone and Interview Skills Workshop



Overview

This ½ day workshop enables participants to develop an understanding of how key tools and techniques can be implemented to achieve the desired outcome.

Target group

This workshop is aimed at any level of personnel within any organisation who interview clients or use the telephone for customer service, including those who have experience but could benefit from developing their skills.

Objectives

By the end of the workshop participants will be able to;

- ✗ Prepare for an interview or telephone conversation
- ✗ Implement research skills
- ✗ Confidently demonstrate key interview techniques
- ✗ Understand the importance of the image they create

Course Content

This is a practical, light-hearted workshop that re-creates a radio newsroom, where students practise the techniques of good interviewing whilst role-playing as journalists. Below is an overview of the topics that are covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.)

- ✗ Where the press and media get their stories.
- ✗ Practical session: In pairs - five minute interview.
- ✗ Discussion and feedback from course leader.
- ✗ Telephone etiquette.
- ✗ Researching a subject and preparing for an interview.
- ✗ Course members receive details of their interviewee for the second practise interview, undertake some research and plan the interview. The course leader will supervise and provide suggestions.
- ✗ Practical session: Telephone interviews.
- ✗ Discussion and feedback from course leader.
- ✗ What now? A discussion on how the skills learnt can be developed in the workplace.
- ✗ Workshop evaluation.

Outcomes

Each delegate will receive individual feedback and will be asked to complete a personal action plan to identify key changes to implement and skills to practice