

PHONE CUSTOMER SERVICE TRAINING · WITH DANIEL ORD

Mastering Great Phone Conversations

Phone skills training that gives you a clear structure for every customer call, from the first hello to the solution, while sounding natural, professional and human.

\$550

per person, ex GST

**PUBLIC OR
PRIVATE****FORMAT****2 × 4 hours, live online****BUILT ON****Greet, Listen, Control, Solve****FOR****New and experienced phone staff**

Designed and delivered by global expert Daniel Ord. Book a ticket on a live online public course, or train your whole team privately.

Want every call to sound confident, from hello to solution?

Structure every call

Greet, Listen, Control and Solve: a pattern that takes any call from start to finish.

Sound confident and interested

Use your tone of voice to show confidence, professionalism and genuine interest.

Listen, then reconfirm

Listen without interrupting, then reconfirm the enquiry to clarify and reassure.

Respond to emotion

Recognise how the customer feels and respond with the right human touch.

Guide without controlling

Ask smart questions that establish needs and keep the call on track.

Present solutions clearly

Explain the solution with confidence and add value for the customer.

Who it's for

- ✓ **Contact centre advisors:** handling customer calls throughout the day.
- ✓ **Customer service teams:** answering enquiries and resolving issues by phone.
- ✓ **Help desk and support:** supporting customers or colleagues over the phone.
- ✓ **Other frontline roles:** anyone whose job includes talking to customers by phone.
- ✓ **New to the role:** a clear structure to build confidence on every call.
- ✓ **Experienced staff:** a fresh way to strengthen the conversations you have.

Your trainer



Daniel Ord is a global contact centre and CX expert and the founder of OmniTouch International. He has trained 50,000+ people in 40+ countries.

- ✓ 50,000+ people trained in 40+ countries
- ✓ ICMI Certified Associate, Net Promoter Certified
- ✓ Certified Customer Experience Professional (CCXP)

What's covered: the 4-step pattern Two live sessions on separate days

Each step has its own behaviours. You learn them, practise them, then use them across different types of enquiries.

STEP 1

Greet

Open the call in a way that sounds confident, professional and genuinely interested.

- ✓ Tone of voice that conveys confidence
- ✓ Showing genuine interest from the start
- ✓ Personalisation that sounds natural

STEP 2

Listen

Understand what the customer needs, and show them you've understood.

- ✓ Listening without interrupting
- ✓ Enquiry Reconfirmation
- ✓ Human Touch: responding to emotion

STEP 3

Control

Guide the conversation so it stays focused, without sounding controlling.

- ✓ Smart questions that establish needs
- ✓ Guiding the call with confidence
- ✓ Positive language that keeps it human

STEP 4

Solve

Present the solution clearly and confidently, and add value for the customer.

- ✓ Presenting solutions with confidence
- ✓ Basic, product and service enquiries
- ✓ Problem solving and follow-up calls

What people say about Daniel's training

Mastering Great Phone Conversations is a new course, so these are verified reviews of Daniel's other frontline courses.

★★★★★

"I've attended a lot of CX and Customer Service Training throughout my career and I can say hands-down that Daniel is an exceptional facilitator."

Verity Peterson

City of Casey · Managing Difficult Customers

★★★★★

"Without a shadow of doubt, hands down, dead set – this was the BEST course I have ever taken about how to do my job. EVER."

Allie Jucha

Dulux Group · Managing Difficult Customers

★★★★★

"Daniel has made this course very enjoyable. He is easy to understand and has loads of examples to help us!"

Maryann Smith

City of Casey · Live Chat Customer Service

Why teams choose Daniel Ord

A global perspective

50,000+ people trained across 40+ countries, so your team learns what works worldwide.

A proven format

A course refined over many years and delivered the same way every time, so the results are consistent.

Practice, not theory

Real examples, exercises and discussion, so skills are ready to use on the very next customer.

Your challenges, discussed

There's always time to talk through the situations your team faces every day.

Engaging online

Two half-day sessions that keep people involved and fit around rosters and service levels.

Recognised credentials

CCXP, ICMI Certified Associate and Net Promoter Certified, and a regular keynote speaker worldwide.

Pricing and options

- ✓ Save 15% when you book 3 or more tickets
- ✓ ACXPA members save 25% on live public courses
- ✓ Pay by card or request an invoice at checkout
- ✓ Certificate of completion for everyone who completes
- ✓ Private courses (minimum 5), live online on dates that suit you
- ✓ Minimum numbers apply: if a date can't run, move dates or get a full refund

ACXPA MEMBERSHIP


Want the tools and support to handle every call with confidence?

CX Skills is the official training partner of ACXPA. Membership gives phone and frontline staff their own login to 65+ practitioner-built tools, templates and resources, plus live expert access every fortnight.



Scan to explore

Sharpen your skills, any time

Self-paced courses on phone skills, service excellence, difficult customers and complaints, each with a workbook, quiz and certificate.

Handle every complaint the same way

The 7-Step Complaints Handling Framework, staff cheat sheets and logging tools in the Complaints Handling Hub.

Live expert access

A relaxed, off-the-record Open Mic on Zoom every second Tuesday with ACXPA's founder and CEO.

See where your service stands

The Customer Service Health Check rates you across 17 dimensions, with a full diagnostic and action plan for members.

The standard your calls are judged on

The ACXPA Global Contact Centre CX Standards: the phone behaviours ACXPA uses to assess customer service calls.

Spot who needs coaching

The Agent Performance Matrix plots each person on quality versus productivity, so coaching goes where it helps most.

25% off every CX Skills live public course, including this one.

Individual \$197 a year · Business from \$497 for a team of five (ex GST). One person on this \$550 course saves \$137.50. acxpa.com.au/membership

Next steps

See upcoming dates and book online by card or invoice, or talk to us about a private course for your team.

+61 3 9008 7287 · hello@cxskills.com.au



Scan for dates