

Newell Rubbermaid

Freeport Connection Newsletter

During the last week of July and the first week of August, the credit and accounts receivable departments were in a phone training class. **"Wonderful fun"** says one employee. **"Educational and entertaining"** says another. **"I thought I'd be bored, but the day flew by."**

Phone Pro representative, Suellen Richardson, presented an entertaining day full of valuable communication information. Can, do and will; the three words we, in the credit & accounts receivable departments, can practice saying and using. **Instead of concentrating on what we cannot do for our customer; we are learning to concentrate on what we can do.**

Phone Pro training techniques include a personalized approach to phone skills. Suellen visited Newell North prior to training to listen to random employees on the phone with customers. She was quite knowledgeable about the work that we do and the types of problems that we encounter. Attendees were reportedly impressed that the training was very well suited to our work environment. Communication methods discussed included phone conversation, face-to-face communication, and written communication, such as email. **New skills and ideas were introduced that could be put into immediate practice.** Tactics to prevent and stop run-on conversations gave direction on how to keep calls on target. Tips to calm angered customers without allowing emotions to escalate are valuable and workable. Equally significant to the attendees, was the reminder to be courteous of those communicating around us.

The attendees have commented that one of the most important aspects of this training is that all of the ideas were simple and easy to adapt to. Armed with our reminder cards and stress balls, we return to our desks with new information that we can begin to use immediately. Practicing phrases and techniques will help us all become better communicators. **There is a unanimous feeling that this day of training was a day well spent.**