

BUSINESS, TELEPHONE AND EMAIL ETIQUETTE

COURSE SCHEDULES

1 TELEPHONE ETIQUETTE

Module 1: Telephone Etiquette & Answering Procedures

- a. Clearing your mind & answering the telephone promptly
- b. Being present with your caller
- c. Preparing your phone voice
- d. Offering your greeting
- e. Being prepared before you respond.

Module 2: Processing Incoming & Outgoing Calls

- a. Placing Callers on Hold
- b. Transferring Calls
- c. Taking messages
- d. Making Calls

Module 3: Communication & Communication Barriers

- a. What is a Skilled Communicator?
- b. Asking Questions & Probing
- c. Listening Skills
- d. Barriers to Listening & Communication
- e. Active Listening

Module 4: Identifying Customers & Competitors

- a. Internal Customers vs External Customers
- b. Identifying Competitors & the Competitive Edge

Module 5: Identifying & Meeting Customer Needs

- a. Understanding Needs and Expectations
- b. Benefits of Meeting Customer needs

Module 6: Identifying & Meeting Customer Needs

- a. Optimistic / Objective / Deliberate / Determined

Module 7: Forbidden Phrases & Soft Language Skills

Module 8: Dealing with Problem Customers

- Step 1- Listen
- Step 2 – Empathise
- Step 3 – Apologise
- Step 4 – Problem Solve

Contact us for date availability on:

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2 E-MAIL BASICS

E-MAIL CHARACTERISTICS

- E-Mail Programs
- When To Use E-Mail
- Writing An E-Mail Message

E-MAIL POLICIES

- Company policies
- Copyright laws, viruses, and liability

E-MAIL FEATURES AND SECURITY

- Features of an e-mail program
- Securing e-mail

E-MAIL MESSAGES

- Message headers
- E-mail message body
- E-MAIL EFFECTIVENESS
- E-mail recipients
- Message management

NETIQUETTE GUIDELINES

- Netiquette style
- Emoticons and abbreviations

COMPOSING ONLINE CORRESPONDENCE

- Online communication
- Language and punctuation
- Efficient writing habits

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3 BUSINESS ETIQUETTE

MODULE 1: MANNERS AND THEIR IMPORTANCE

- What is Business Etiquette?
- Does it Matter?
- The ABC's

MODULE 2: HOW TO MAKE AN IMPRESSION

- Do they count?
- Clothing
- Grooming
- Body Language

MODULE 3: THE PERSONAL TOUCH

- Hand shake
- Conversation
- Your style

MODULE 4: NETIQUETTE

- Cross reference above

MODULE 5: GLOBAL BUSINESS ETIQUETTE

- Understanding Cultures
- Global Acceptance

MODULE 6: SOCIAL BUSINESS ETIQUETTE

- Your role as a host or attendee
- Dealing with awkward moments / unplanned unfortunate events
- Table Manners
- Customers and Colleagues after hours

MODULE 7: DEALING WITH CHALLENGES

- Personal Matters
- Difficult People
- Ethical Dilemmas

MODULE 8: WRAPPING UP, HINTS AND TIPS

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