

# Telephone Etiquette Course Schedule

## TELEPHONE ETIQUETTE WORKSHOP

### MODULE 1: Telephone Etiquette & Answering Procedures

1. Clearing your mind & answering the telephone promptly
2. Being present with your caller
3. Preparing your phone voice
4. Offering your greeting
5. Being prepared before you respond

### MODULE 2: Processing Incoming & Outgoing Calls

1. Placing Callers on Hold
2. Transferring Calls
3. Taking Messages
4. Making Calls

### MODULE 3: Communication & Communication Barriers

1. What is a Skilled Communicator?
2. Asking Questions & Probing
3. Listening Skills
4. Barriers to Listening & Communication
5. Active Listening Skills

### MODULE 4: Identifying Customers and Competitors

1. Internal Customers vs External Customers
2. Identifying Competitors & the Competitive Edge

### MODULE 5: Identifying & Meeting Customer Needs

1. Understanding Needs and Expectations
2. Benefits of Meeting Customer Needs

### MODULE 6: Attitude

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

#### ABOUT THIS COURSE:

Course Duration: 1 Day

Venues: Our training room or yours

08H30 – 16H00

R890-00 excl VAT, per person, per course

#### WHO SHOULD ATTEND:

Any staff member of a company who uses the telephone as part of their everyday tasks, representing their company.

#### ADDED BENEFIT:

We will customize this course to include your respective company policy in this training.



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Accreditation no: ACC/2012/05/198

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