



Telephone Etiquette

This program is aimed at improving the effectiveness of telephone techniques in the business world. It deals with important areas of business communication and builds up accuracy, fluency and confidence in handling typical business situations.

Objectives:

- Improve self confidence
- Provides high-quality services
- Create a better image
- Build repeat business
- Promote good relationships with clients

Length :

- 1 day

Audience :

- All Levels (in client contact)

Workshop Style :

- Highly practical workshop. Participants will engage in a variety of practical simulation exercises, including role-play and case studies.

Contents:

- Module I – 5 Dimensions of Client Service
- Module II – Foundation Skills of Telephone Etiquette
- Module III – Standard Telephone Interaction
- Module IV – Handling Caller Complaints
- Module V – How to stay motivated