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## Telephone Skills and Etiquette Course

### Duration

1 Day (08:30 - 16:00)

### Objectives

Telephone Skills and Etiquette will assist with the following: Answer the telephone professionally and politely, adapting your voice to communicate clearly Portray a polite and friendly image Learning how to politely put someone on hold as well as transferring calls correctly and efficiently Taking thorough messages Dealing with difficult callers Using effective listening techniques Improved confidence.

### Who should attend?

Personal Assistants, Secretaries, Receptionists and General office staff.

### Prerequisite

None

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## Course Outline

### 1. Introduction to Telephone Communication

- The importance of answering all calls in a professional manner
- The impact it has on the company's image
- Understanding the different communication styles
- Elements of speech such as pronunciation, emphasis, pitch of voice, pause etc.

### 2. Customer Focus

- Portraying a polite and friendly image
- Needs and benefits of customer service
- Cultivating a service attitude
- Assisting customers with requests
- Handling difficult callers

### 3. Communicating on the telephone

- Build customer loyalty
- Techniques to communicate successfully with the caller
- Telephone time management in order to increase productivity

### 4. Technology

- Technology regarding telecommunication such as teleconferencing amongst others
- Telephone Aids
- All the tools necessary to ensure that the above principles are applied correctly

### 5. Telephone Etiquette

- Good telephone manners
- Putting a client on hold and transferring calls correctly
- Do's and taboos

### 6. Dealing with Difficult Callers

- Role-play
- How to handle difficult callers successfully
- Common errors
- Delivering and receiving constructive feedback

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## 7. Incoming and Outgoing Telephone Calls

- Effective questioning techniques
- Establish what the caller really needs
- Listening skills and building rapport
- Creating a positive impression of your company

## 8. Taking Messages

- Accurate and effective message-taking
- Taking ownership of messages and following up

## 9. Practical Skills Application

- Action plan on how to implement and apply learned skills

To check the course schedule, location, pricing and to book online please visit [http://www.multimediacentre.co.za/courses/telephone\\_skills\\_and\\_etiquette.php](http://www.multimediacentre.co.za/courses/telephone_skills_and_etiquette.php)

Our outlines are a guide to the content covered on a typical class. We may change or alter the course topics to meet the objectives of a particular class.