

Telephone Courtesy & Etiquette

Course Overview

Don't let poor telephone skills hurt your business reputation. This program teaches the importance of effective telephone techniques and how to correctly identify wants and needs. The session uses real life, practical case studies, skills inventories, and personal action plans. Participants will learn how to adopt a professional, friendly tone from the initial greeting to the final goodbye—and how to handle whatever arises in between.

Learning Objectives

This session will provide participants with the essential skills they need to be successful and effective Customer Service Representatives. The teaching methodology will use lectures, small group activities, role-plays, and real life, practical case studies. Participants will:

- Understand the importance of the telephone to the organization
- Learn to understand the customer's needs
- Discover telephone statements that must be avoided
- Learn the value of asking probing questions for effectiveness
- Learn the basic telephone courtesies
- Communicate effectively with all types of callers
- Make the best use of voice mail and email

Outline

- The Tone of Your Voice
- Dealing with Telephone Interruptions
- Headlining Your Call
- Reduce Callback Confusion
- Smooth Your Transfers
- The Art of Taking Messages
- Call Back Strategies