Telephone Etiquette

Category: Professional & Leadership Development | **Vendor:** Various

Duration: 8.00 hours (1 days) **6.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

In this course, students will learn about different types of calls and the etiquette associated with them.

About This Course

In this course, students will learn about different types of calls and the etiquette associated with them.

Who Should Attend

This course is intended for individuals who want to improve their phone skills.

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Upon successful completion of this course, students will be more confident in handling the phone, resulting in new customers while retaining current clientele.

Detailed Course Outline

Getting Started

- Housekeeping Items

  Pre-Assignment Review

  Workshop Objectives

  The Parking Lot

  Action Plan

Aspects of Phone Etiquette

- Phrasing

  Tone of Voice

  Speaking Clearly

  Listen to the Caller

  Case Study

Using Proper Phone Language

- Please and Thank You

  Do Not Use Slang

  Avoid Using the Term You

  Emphasize What You Can Do, Not What You Cant

  Case Study

Eliminate Phone Distractions

- Avoid Eating or Drinking

  Minimize Multi-Tasking

  Remove Office Distractions

  Do Not Let Others Interrupt

  Case Study

Inbound Calls

- Avoid Long Greeting Messages

  Introduce Yourself

  Focus on Their Needs

  Be Patient

  Case Study

Outbound Calls

- Be Prepared

  Identify Yourself and Your Company

  Give Them the Reason for the Call

  Keep Caller Information Private

  Case Study

Handling Rude or Angry Callers

- Stay Calm

  Listen to the Needs

  Never Interrupt

  Identify What You Can Do For Them

Handling Interoffice Calls

- Transferring Calls

  Placing Callers on Hold

  Taking Messages

  End the Conversation

  Case Study

Handling Voicemail Messages

- Ensure the Voice Mail Has a Proper Greeting

  Answer Important Messages Right Away

  Ensure Messages are Delivered to the Right Person

  When Leaving A Message for Others...

  Case Study

Methods of Training Employees

- Group Training

  One-on-One Training

  Peer Training

  Job Shadowing

  Case Study

Correcting Poor Telephone Etiquette

- Screening Calls

  Employee Evaluations

  Peer Monitoring

  Customer Surveys

  Case Study

Wrapping Up

- Words From The Wise

  Review Of The Parking Lot

  Lessons Learned

  Recommended Reading

  Completion Of Action Plans And Evaluations

Additional Course Details

Nexus Humans Telephone Etiquette training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the Telephone Etiquette course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

Frequently Asked Questions

Q: What delivery options are available for Telephone Etiquette?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: How many CPD hours does this course provide?

The 1-day Telephone Etiquette course provides up to 6.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the Telephone Etiquette training?

The training takes place over 1 day(s), with each day lasting approximately 8.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for Telephone Etiquette?

Yes, we provide corporate training, dedicated training, and closed classes for Telephone Etiquette. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for Telephone Etiquette?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Telephone Etiquette training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

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