

Proper and Effective Telephone Etiquette at Work Place

1 Day Highly Interactive Workshop

“We are what we say! Project the right image for business excellence.”

Course Description

A company's success in winning and retaining customers mostly revolves on the first impression created by front liners. These set of employees carry a huge responsibility in maintaining and uplifting the company's professionalism and image. It would also not be extreme to say that every employee is an ambassador of their employer, therefore proper techniques and etiquette in answering telephone calls is critically needed to set the right message across. It really does not matter where you work; there is an appropriate and inappropriate way to talk on the telephone. For this reason, every organization must put emphasis in ensuring their calls are attended appropriately.

Course Outcomes

Upon completion of this program, the participants will be able to:

- Acquire the right skills and attitude to answer telephone calls
- Understand and apply the proper usage of language and tone of voice in handling different type of callers
- Retain calmness in handling difficult and aggressive callers without allowing their own emotions to take charge
- Avoid getting discouraged and demotivated due to uneasy callers and their demands
- Stay motivated and positive towards the hours spent on work
- Develop the right system to keep track of calls and deliver messages effectively

Target Audience

Receptionist, Front Liners, Customer Service personnel, Administrative Staff, Executives and Non-Executives and individuals with passion to grow and improve in their work and life.

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Course Content

1. Introduction

- The importance telephone calls towards organization's image and growth
- The detrimental aspects of poor telephone etiquettes

2. Essential guidelines and skills for telephone calls

- Incoming and outgoing calls
- Steps to make and answer phone calls
- When to answer, How to Answer, What to say and how to follow up

3. The Mirror and It's Power

- Ensuring the right posture whilst making and answering phone calls
- Effects of smile and frown
- 1st impression and tone of voice

4. Ability to understand the caller and his/her concerns

- Establish the caller's mood, situation, worry, concerns and etc.
- Finding out the right details and apply compassionate approach
- The 'extra' mile

5. Techniques of message taking and transferring phone calls

- When to transfer, How to transfer, What to say and how to follow up

6. Handling Abusive, angry and upset callers

- The proper techniques and mental composure/mindset while handling such calls
- The Art of Listening

7. Step Up, Take Pride and Motivate

- Take pride, be proactive and take pride of your job
- Stay Motivated and motivate others around you

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Other Details:

- Payment to be made within 15 days from the date of the invoice.
- All payments must be made by cheque/online transfer etc., drawn in favour of Sieger Training Consultants Pvt. Ltd. Sieger will charge on INR basis only.
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