



DIALING IN

A TELEPHONE ETIQUETTE WORKSHOP



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WORKSHOP OUTLINE & OBJECTIVES

- Identifying the importance of telephone etiquette and its impact on business
- Discovering and developing your voice for the telephone
- Understanding the importance of planning your approach to call making and receiving
- Managing different caller behaviours
- Learning the phrases we should avoid when using the telephone
- Applying closing techniques to leave lasting impressions with our clients
- Evaluating how you can personally improve your ability to make and receive calls

WORKSHOP SCHEDULE

- 08:30 Registration & Coffee
- 09:00 Workshop Commences
- 10:30 Morning Refreshments
- 13:00 Lunch
- 15:00 Afternoon Refreshments
- 16:00 Workshop Ends

COURSE METHODOLOGY

This workshop is conducted with maximum use of practical application of the skills acquired. Participants will, both by themselves and in groups, work with role plays, problem solving, case studies and unique training exercises to ensure they acquire, reinforce and retain newly acquired skills, attitudes and characteristics.

EDGE TRAINING CONSULTANCY

Edge Training is an Accredited Training Provider with the Services Seta, Accreditation #1135. Edge is a Level 2 BBBEE Company with over 15 year's Human Development training experience in and around Southern Africa. Edge is able to provide training throughout South Africa with a National Footprint of Agencies.

