



Telephone Etiquette

NQF Level 3 Unit STD - 7790

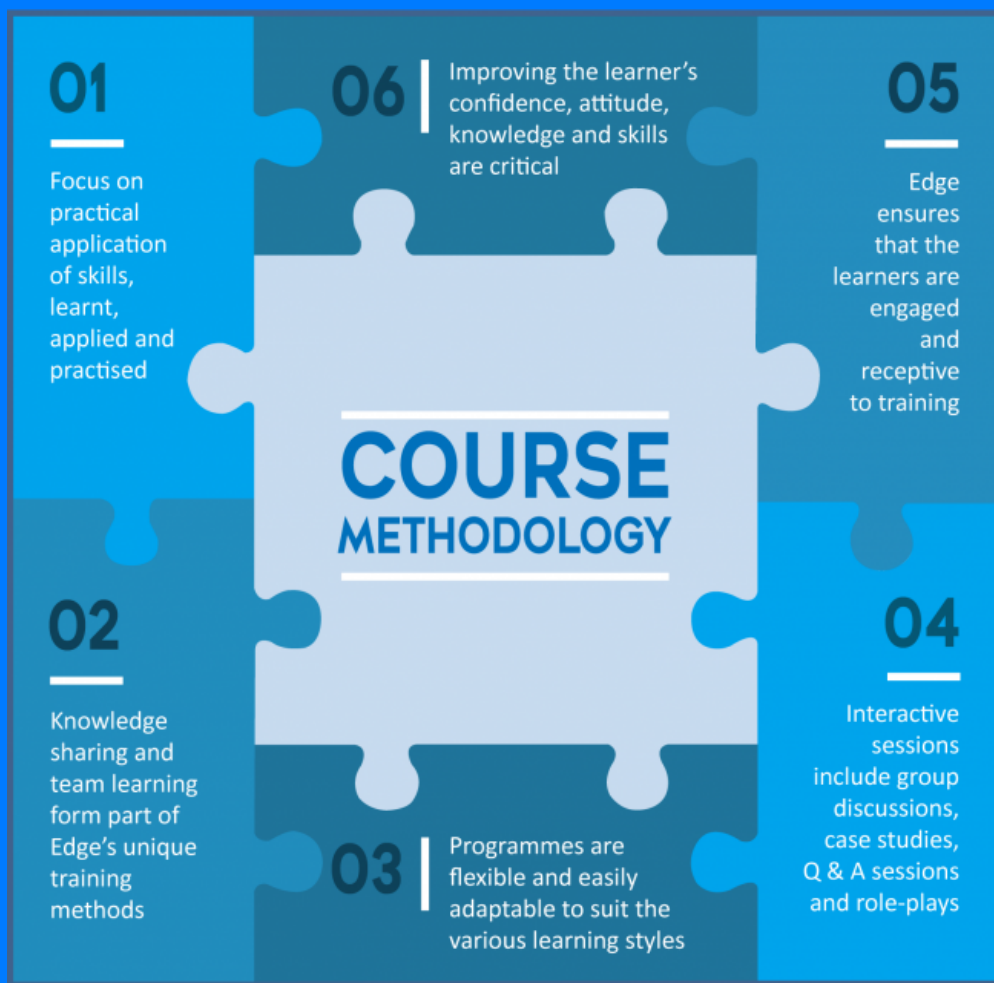
Accredited Short Course

Workshop Outline

- What is communication?
- Understand the communication process
- Establish the importance of listening
- Discuss questioning techniques
- Identify conflict
- Evaluate the causes and effects of conflict
- Understand handling and resolving conflict
 - Telephone Communication
 - E-mail Communication

Objective

By the end of this course you will have improved your insight and understanding of telephone etiquette, from how best to make and answer a call covering aspects such as your voice, courtesy, addressing the caller, taking and leaving messages and telephone hardware, to how best to approach different caller behaviours. Leaving a lasting impression on the caller will complete your experience.



About Edge Training

With an extensive track record spanning over 22 years in training, Edge Training boasts a Level 1 BBBEE Scorecard, a nationwide presence, and full accreditation with multiple SETAs. In collaboration with our BEE partners, we are wholeheartedly committed to addressing Skills Development Challenges within the BEE framework in a substantial manner. Whether you're in need of an Accredited Short Course, a comprehensive Soft Skills Workshop, or a Learnership programme, our team of highly skilled and dedicated professionals stands ready to provide tailored solutions. We handle all aspects of sourcing learners and managing the necessary requirements for disabled and unemployed Learnerships. Furthermore, the majority of our Learnerships and Workshops are conveniently available as online courses, making your learning accessible and flexible.

Get in Touch

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