



Phone Etiquette Training

Welcome to the Phone Etiquette Training.

Phone Etiquette plays a role in becoming a communicator over the telephone. Since phone interactions are an occurrence mastering phone skills can greatly enhance your relationships with clients and connections. While some individuals have a knack for navigating the complexities of phone etiquette others may find it more challenging to grasp.

At our organisation we understand that employees exhibit a range of proficiency when it comes to using the phone. If you have team members or other important individuals who could benefit from improving their phone etiquette skills and advancing in their careers, our Phone Etiquette training course could be the fit. We aim to highlight areas where employees excel while helping them improve in areas where they may fall short thereby establishing a standard across your organization.

Rest assured that we can customise this training session according to your needs and objectives.

Course Overview

The first part of the session will begin by getting to know each participant and discussing what will be covered throughout the workshop. Additionally, participants will have an opportunity to identify their personal learning goals for this training.

This workshop aims to assist participants in teaching the following skills;

- Identifying and understanding aspects of telephone language.
- Handling outbound calls
- Dealing with angry or rude callers in a professional manner.
- Effectively sending and receiving phone messages.
- Familiarising themselves with employee training methods.

Aspects of Phone Etiquette;

To begin, participants will gain an understanding of the elements that make up telephone language.

Using Phone Language;

Telephone language differs from our speech so it may require some adjustment. This session will equip participants with the tools to easily adapt to its flow.

Minimizing Phone Distractions;

Participants will learn how to identify and eliminate distractions that can undermine their preparedness and professionalism when speaking on the phone.

Inbound Calls;

This session will introduce participants to tools such as greetings and key phrases enabling them to handle any situation proficiently as telephone operators.

Outbound Calls;

During this session participants will acquire techniques through practice. By doing they will become proficient, in making outbound calls without any difficulties or hesitations when dialing numbers.

Dealing with Difficult or Upset Callers

This session aims to provide participants with the skills to effectively handle difficult or upset callers.

Managing Voicemail

Participants will learn how to retrieve and deliver voicemail messages to ensure that important information is not lost and opportunities to build relationships are not missed.

Training Techniques for Employees

This session participants will explore methods that can be employed to enable employees to acquire these skills.

Addressing Inadequate Telephone Etiquette

In this session participants will become acquainted with the resources that can aid in mitigating decreased productivity and potential harm to the company. The key lies in identifying and addressing these issues before they have an impact, on the team.

Conclusion of the Workshop

Towards the end of the course participants will be given an opportunity to ask questions and complete an action plan.

Visit <https://paramountraining.com.au> for more information or call 1300 810 725