



 087 135 5543

TELEPHONE ETIQUETTE NQF LEVEL 3 UNIT STD - 7790

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

01

Focus on practical application of skills, learnt, applied and practised

06

Improving the learner's confidence, attitude, knowledge and skills are critical

05

Edge ensures that the learners are engaged and receptive to training

02

Knowledge sharing and team learning form part of Edge's unique training methods

03

Programmes are flexible and easily adaptable to suit the various learning styles

04

Interactive sessions include group discussions, case studies, Q & A sessions and role-plays

COURSE METHODOLOGY

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.

EDGE TRAINING CONSULTANCY

With over 18 years of Human Development training experience, Edge Training has a Level 2 BBEE Scorecard, a National Footprint and Full Accreditation with Services SETA. Together with our BEE partners, we are committed to solving BEE related Skills Development Challenges in a meaningful way. Whether an Accredited Short Course, a Behaviour Changing Workshop or a Learnership, our highly skilled and dedicated team can offer you a solution. We source the learners and manage all the necessary requirements for disabled and unemployed learnerships. Most of our learnerships and Workshops are also offered as online courses.

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CHANGING LIVES