



Telephone Etiquette

Soft Skills Training Workshop

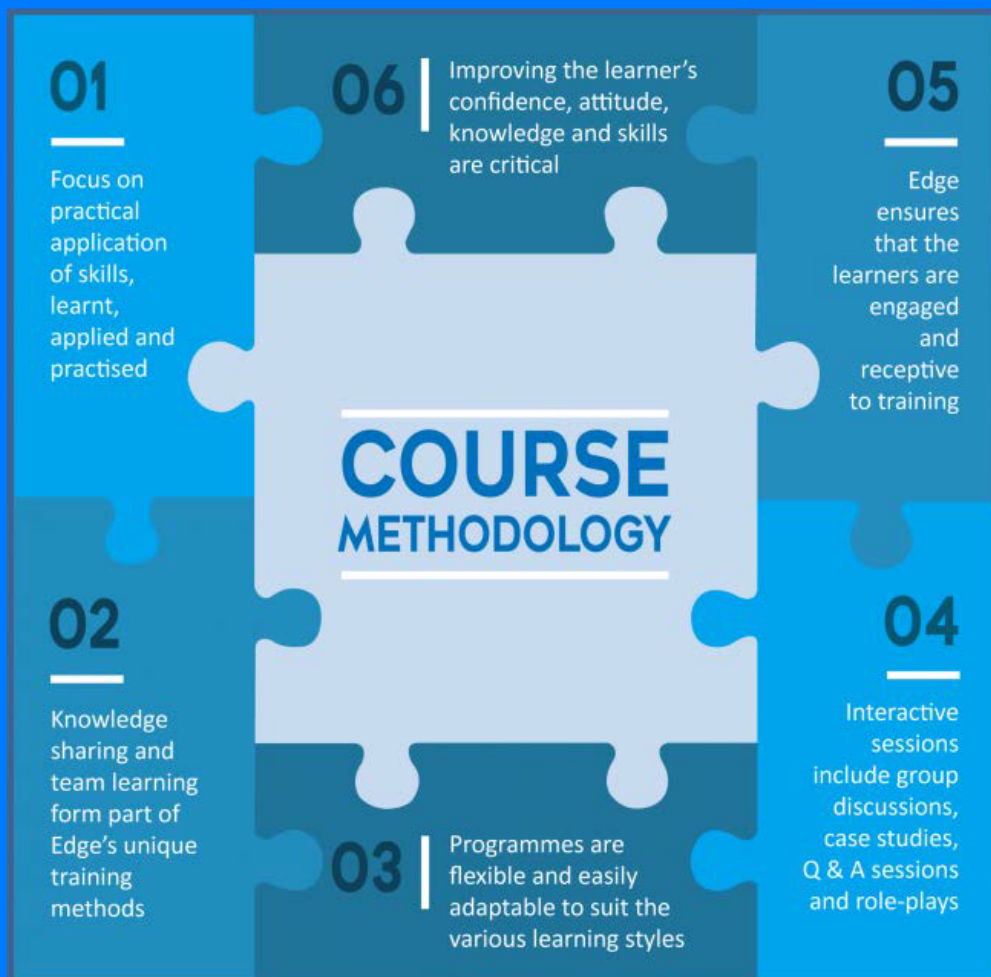
DIALING IN

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
- Improve business communication
 - Telephonic 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 over 22 years of Human Development training experience, Edge Training has a Level 1 BBBEE 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.

Get in Touch

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