

Exemplary Phone Etiquette: Techniques That Get Results

Course Description: Answering the phone is not difficult. Doing it effectively is often hard for many people. In this session, the techniques needed to avoid phone tag, leave effective incoming and outgoing voice mail messages, answer calls, use hold and transfer features, and address callers in a professional manner will be explored.

Learning Outcomes: At the end of this session and when applying concepts discussed and demonstrated, participants will be able to:

- Effectively answer the telephone in a professional manner
- Use the features of *hold* and *transfer* in a way that effects good will and customer satisfaction
- Efficiently take messages for others
- Use your own voice mail or electronic messaging system effectively
- Leave professional messages on someone else's voice mail system

Learning Strategies: Small group discussion
Lecture
Small group activities
Role Play

Who Should Attend? Anyone engaged in interactions with internal or external customers on the telephone or any employee desiring to improve telephone usage effectiveness.

Course Duration: One Half (1/2) Day

Audience Size: Twenty-four (24)

Prerequisites: None

Additional Information: We can use your organization's actual telephone instruments to demonstrate use of features, if desired.