

Telephone Talk: Saying What the Caller Expects to Hear

Course Description: So often, we inadvertently offend or cause a caller to be dissatisfied because of something we do or fail to do when communicating over the telephone. This program will focus on common mistakes made by people communicating over the telephone. It will also provide sound strategies for correcting these mistakes. Issues such as effective use of telephone features, such as "hold," "transfer," and voice mail will be addressed along with how to better communicate your message when you can't see the other party. Role-play between participants using a variety of scenarios helps reinforce material presented.

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

- Effectively use the standard features of *hold* and *transfer* when speaking with someone over the telephone
- Recognize and avoid common mistakes that people make when communicating via the telephone
- Realize the importance of non-verbal communication in telephone communication
- Effectively take messages
- Develop professional sounding outgoing voicemail messages
- Leave effective messages over voicemail and answering machines

Learning Strategies: Small group discussion
Roleplay
Lecture
Brainstorming
Small group activities

Who Should Attend? All employees

Course Duration: One Half to One (1/2-1) day versions available (depending on depth of information desired)

Audience Size: Twenty-four (24)

Prerequisites: None