

# Telephone Etiquette Workshop

The meaning of Telephone Etiquette can sometimes be difficult to describe. It can be a unique attribute or characteristic that facilitates great communication, inside and outside the office. It can be the special way that you show confidence in any challenging situation. These and other events can become more easily managed with this great workshop.

With our Telephone Etiquette workshop, your participants will begin to see how important it is to develop better telephone communication skills. By improving how they communicate on the telephone and improve basic communication skills, your participants will improve on almost every aspect of their career.

## Workshop Objectives:

- Recognize the different aspects of telephone language
- Properly handle inbound/outbound calls
- Know how to handle angry or rude callers
- Learn to receive and send phone messages
- Know different methods of employee training



For more information or to reserve your spot in this workshop, please contact:

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## CLASS CONTENT

### **Module One: Getting Started**

Workshop Objectives

### **Module Two: Aspects of Phone Etiquette**

Phrasing

Tone of Voice

Speaking Clearly

Listen to the Caller

Case Study

### **Module Three: Using Proper Phone Language**

Please and Thank You

Do Not Use Slang

Avoid Using the Term "You"

Emphasize What You Can Do, Not What You Can't

Case Study

### **Module Four: Eliminate Phone Distractions**

Avoid Eating or Drinking

Minimize Multi-Tasking

Remove Office Distractions

Do Not Let Others Interrupt You

Case Study

### **Module Five: Inbound Calls**

Avoid Long Greeting Messages

Introduce Yourself

Focus on Their Needs

Be Patient

Case Study

### **Module Six: Outbound Calls**

Be Prepared

Identify Yourself and Your Company

Give Them the Reason for the Call

Keep Caller Information Private

Case Study

### **Module Seven: Handling Rude or Angry Callers**

Stay Calm

Listen to Their Needs

Never Interrupt

Identify What You Can Do for Them

Case Study

### **Module Eight: Handling Interoffice Calls**

Transferring Calls

Placing Callers on Hold

Taking Messages

End the Conversation

Case Study

### **Module Nine: Handling Voicemail Messages**

Ensure the Voicemail Has a Proper Greeting

Answer Important Messages Right Away

Ensure Messages are Delivered to the Right Person

When Leaving a Message for Others

Case Study

### **Module Ten: Methods of Training Employees**

Group Training

One-on-One Training

Peer Training

Job Shadowing

Case Study

### **Module Eleven: Correcting Poor Telephone Etiquette**

Screening Calls

Employee Evaluations

Peer Monitoring

Customer Surveys

Case Study

## **Module Twelve: Wrapping Up**

Words from the Wise

Review of Parking Lot