



# Putting Your Best Voice Forward: Telephone Skills and Etiquette

Have you wondered how to properly answer the phone, put people on hold politely, and screen calls for others? Would you like some tips on managing multiple calls, taking clear messages, and probing for needed information from your caller? Would you like a consistent way to manage phone calls so everyone in your company and department follows the same procedures?

*(This workshop is highly interactive. It includes exercises, large and small group discussion, role play/practice and review.)*

## Key Benefits of Attending:

**You'll learn commonly accepted ways to politely and professionally respond to callers.**

You may have been taking care of callers for years. But did anyone ever teach you the most commonly preferred techniques? We'll go over the nuances that may have been missed.

**You'll learn how to take clear messages, prepare for outgoing calls, and close the conversation so you can get back to your other work.**

There are subtleties in being polite yet thorough in your conversations. We'll give you tips to help you be more effective.

**You'll learn how to properly balance in-person customers along with call-in customers.**

Both customers are important, so you'll learn how to take care of both without annoying either.

## A Proven Agenda (one-half-day)

Why is telephone etiquette important?

What have you experienced that is a turn-off on the telephone?

What are some of the challenges of always handling callers politely?

### Tips on important aspects of telephone communication

Answering politely—identifying yourself and your department

Probing for needed information

Responding to inquiries professionally

Taking clear messages

Placing callers on hold

Transferring callers appropriately

Managing multiple calls

Handling calls for others


Closing the conversation

Preparing for outgoing calls

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Handling phone calls while helping in-person customers

Managing call backs at the time you promised

Using phrases that are positive

Managing upset callers

Dealing with callers when you're feeling harried

Listening attentively

Using voice mail effectively

### **Course Objectives:**

*Participants will:*

- Understand preferred company telephone procedures.
- Know how to answer their phone for maximum customer sensitivity.
- Know how to properly transfer calls.
- Understand common telephone annoyances.
- Understand why telephone courtesy is important.
- Know how to politely transfer calls, take messages for others, leave succinct messages for others, and get off the phone when the conversation has ended.

### **Needed Materials:**

- *Putting Your Best Voice Forward: Telephone Skills and Etiquette* workbook
- *Telephone Skills from A to Z* book, \$13.95

### **Additional Reinforcement Materials:**

- *Calming Upset Customers* book, \$13.95
- *Telephone Courtesy and Customer Service* book, \$13.95
- *Customer Satisfaction: The Other Half of Your Job* book, \$13.95

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