

# Professional Telephone Skills and Etiquette

Foundation Skills Unit Standard: 14348 NQF Level 2



The telephone is one of the most important business tools and is often the first point of contact for many callers. Therefore it is essential to convey a professional image of efficiency, helpfulness and friendliness.



## Overview

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## OUTLINE

NDJ Consultants follows a participatory and experiential learning approach for skills development, and all sessions, besides lectures, are developed around experience-sharing, case studies and practical activities



This programme is packed with proven, workable ideas and techniques based on the experience of successful people across a wide range of companies and industries, to equip learners with the skills and knowledge needed to portray a good image and provide callers with excellent service.

### 1. Projecting the Right Image

- Developing your verbal and vocal skills
- Voice control
- Cell phone etiquette
- Proper telephone language
- Improving your listening skills
- Rules of etiquette

### 2. Incoming Calls

- Answering techniques
- Screening calls
- Transferring calls
- Placing callers on hold
- Taking messages
- Dealing with complaints
- Dealing with enquiries
- Answering questions successfully

### 3. Outgoing Calls

- Planning calls
- Making the call
- Closing the conversation
- Returning phone calls





## OUTCOMES



### Expected Outcomes

- Demonstrate professionalism when dealing with incoming and outgoing calls
- Constructively respond to a customer's concern or complaint
- Build rapport and satisfy customer's needs quickly via effective dialogue skills
- Take ownership for gathering the correct information from callers
- Create a professional impression that enhances the brand of the organisation

### Learning Programme Development, Delivery and Evaluation

Our policy is to develop learning programmes of the highest quality that are unit standard aligned wherever possible. If not aligned to unit standards they will be written against outcomes NDJ has recognised as necessary for the training intervention. Any barriers to learning or special needs of learners will be accommodated as far as is reasonably practical.

NDJ Consultants guide and support learners throughout the learning process. To this end we implement procedures for the guidance and support of learners before, during and after the learning process.



**“Technical Skills may get you to the top, but Soft Skills ensures career sustainability.”**