

TELEPHONE ETIQUETTE

In today's business environment, the **Phone Etiquette** displayed in organizations is indicative of its willingness and ability to efficiently assist customers – both internal and external. The skills and the attitude projected over the telephone form a lasting impression in the minds of an organization's customers. It is imperative for employees to have a good understanding of **Business Telephone Etiquette** in order to develop a lasting impression in the customers' mind.

nmcqc's **Telephone Etiquette Training** program aims at helping employees create a lasting impression in their customers' minds – one that shows the organization reflected in the best light possible. It focuses on developing **telephone etiquette** / telephone skills to deal with customers assertively, empathetically, with a sense of care and a positive attitude. It is also very important in telemarketing training.

Five-Steps for effective Telephone Technique

Follow this five-step telephone technique and you'll see a dramatic change in your telephone activity:

1. **Introduce yourself.**
2. **Get permission to speak to the person you're calling.**
3. **Start with just 15 seconds introductory speech.**
4. **Ask permission.**
5. **Ask them questions about *them*, *their* products, and *their* company, before starting to talk about your business. Just 60 seconds.**

Below are listed some of the important components of the workshop:

- Ways to make a Good First Impression.
- Effective Call Handling
- Key Phases of an Outbound/Inbound Call
- Hold Procedure
- Using the Right Tone of Voice
- Tips for Good Telephone Etiquette
- Forbidden Phrases to Avoid
- Body Language over the Telephone
- Tele-conferencing skills