

Business & Telephone Etiquette

Who should attend?

All frontline staff, as well as people that are new to the world of business should attend this one day workshop. It will address general attitude, motivate staff and improve all of their skills in their line of duty.

How long is the course?

1 Day

Outcomes include:

Professional telephone skills, improved communication skills and customer service tips. Role play to instill confidence and increase understanding of all skills taught.

Lesson 1: **Focusing on your role in business**

- Identify your role
- Office etiquette when dealing with people
- Meeting your customers' needs in all aspects of business
- Creating a positive first impression – office dress code
- Creating a positive lasting impression – make things count

Lesson 2: **Customer service – be the best that you can be!**

- Overview of best practices for excellent customer service
- Business etiquette and your customer
- Don't make promises you cannot keep

Lesson 3: **Communication in business**

- The importance of communication and how it affects business
- What are the best communication methods and when
- Listening skills
- Body language
- Telephonic greeting
- Processing incoming and outgoing telephone calls
- Telephone rules
- A positive attitude and the telephone
- Role play
- Professional written communication (e-mails)

Lesson 4: **Correct business etiquette when dealing with difficult situations**

- Handling complaints in a professional manner
- Coping with difficult customers and colleagues

