

# Conference Call Handling Training

**Course Duration: 08 Hours**

**Course Code: TET**

## 1. Course Overview

The Conference Call Handling Training is designed to equip professionals with the skills required to manage, participate in, and lead effective conference calls. This course focuses on communication clarity, virtual meeting etiquette, and collaboration techniques to ensure productive and professional interactions in remote and hybrid work environments.

## 2. What You'll Learn

- Best practices for planning and organizing conference calls
- Professional communication skills for virtual meetings
- Managing participants and handling interruptions effectively
- Using conferencing tools efficiently (mute, screen share, chat, etc.)
- Handling difficult situations and maintaining meeting control
- Note-taking and follow-up strategies for better outcomes

## 3. Target Audience

- Working professionals handling client or internal calls
- Team leaders and managers
- Customer support and sales executives
- Remote workers and virtual teams
- Anyone looking to improve virtual communication skills

## 4. Pre-Requisites

- Basic understanding of workplace communication
- Familiarity with online meeting tools (Zoom, Teams, Google Meet, etc.)
- No prior advanced skills required

## 5. Course Content

- Introduction to Conference Call Etiquette
- Types of Conference Calls (Internal, Client, Sales, Support)
- Pre-Call Preparation & Agenda Setting
- Effective Verbal & Non-Verbal Communication
- Managing Participants & Time
- Handling Technical Issues
- Dealing with Difficult Participants
- Note-Taking & Action Items
- Post-Call Follow-up & Reporting
- Practical Scenarios & Role Plays