

# Telephone Etiquette Training

**Course Duration: 08 Hours**

**Course Code: TET**

## 1. Course Overview

Telephone Etiquette Training is designed to help professionals communicate effectively and professionally over phone calls. This course focuses on building strong verbal communication skills, handling customer interactions confidently, and maintaining a positive brand image through proper call handling techniques.

## 2. What You'll Learn

- Professional phone communication skills
- How to greet and close calls effectively
- Active listening techniques
- Handling difficult or angry callers
- Voice tone, clarity, and confidence building
- Call transfer, hold, and message-taking etiquette
- Customer service excellence over calls

## 3. Target Audience

- Customer support executives
- Front desk/reception staff
- Sales and telecalling professionals
- BPO and call center employees
- Corporate employees handling client calls
- Anyone looking to improve communication skills

## 4. Pre-Requisites

- Basic understanding of communication (no technical background required)
- Willingness to improve interpersonal skills
- Basic knowledge of English or preferred business language

## 5. Course Content

**Module 1:** Introduction to Telephone Etiquette

**Module 2:** Professional Greetings & First Impression

**Module 3:** Voice Modulation & Tone Control

**Module 4:** Active Listening Skills

**Module 5:** Handling Customer Queries

**Module 6:** Managing Difficult Conversations

**Module 7:** Call Handling Techniques (Hold, Transfer, Escalation)

**Module 8:** Message Taking & Call Documentation

**Module 9:** Telephone Etiquette for Sales & Support

**Module 10:** Practical Role Plays & Case Studies