

## Telephone Etiquette

**Course Description:** This course covers fundamental skills and techniques for using the telephone effectively on the job. It spotlights the importance of the telephone as a business tool and provides practical tips and techniques for its effective use.

**Audience:** Branch and administrative office staff who answer calls or make calls to customers and other bank staff. This is appropriate for call center staff as an introduction to telephone skills. Consultative selling skills for call center employees are specifically addressed in *Tele-consulting*.

**Objectives:** At the conclusion of the program participants will be able to:

- Prepare for typical calls you make and receive.
- Set up your work area to support effective telephone communication.
- Use effective call greetings as a caller and receiver.
- Speak with an effective telephone voice.
- Use appropriate language during telephone conversations.
- Use questioning and listening skills that support effective telephone communication.
- Use an effective approach to handle special telephone tasks like call transfers, taking messages, call backs, holds, interruptions, and unintentional disconnects.

**Delivery Options:** This course can be delivered in the classroom and is also a [self-paced online course](#).

**Note:** *Telephone Etiquette* is printed on demand as ordered. The Participant's Handbook(s) and Trainers Guide may not be returned to ABA.

### **Participant's Handbook (c) 2007**

Catalog #3005030

\$57.75 List Price

**\$36.75 Member Discount**

### **Trainer's Guide**

Catalog #3005031

\$135 List Price

**\$95 Member Discount**

For more information about this product, please contact the Education Department at (501) 376-3741.