

## SKILLS DEVELOPMENT COURSE: TELEPHONE SKILLS

### COURSE SPECIFICATIONS

<b>Course Code:</b>	SDF-TS
<b>Course Length:</b>	1 Day
<b>Start Time:</b>	08:30
<b>End Time:</b>	15:30
<b>Available for:</b>	Local or On-Site Training

### PURPOSE

To teach candidates to know what to look for when hiring on the frontline, how to develop frontline professionalism and where to support and encourage to maintain professionalism.

To get to the essence of customer excellence through frontline professionalism.

### TARGET AUDIENCE

This course is designed for all employees who need a step-by-step approach to raise their level of telephone skills.

### LEARNING OUTLINE

1. What to look for when hiring new staff
2. How can the Manager develop frontline professionalism?
  - a. Recognise the contribution of the business
  - b. Thank them whenever appropriate
  - c. Identify areas for development
  - d. What qualities can the Manager support and encourage to maintain professionalism?
3. Practical telephone skills
  - a. Answer: Opening the call
  - b. Respond: Connecting the call
  - c. Handle: Accounting the call
4. What frontline people must know about customers
5. How to handle different behaviours
6. Understanding your company, philosophy, and products
7. Creating a one-stop customer-driven service
8. Attitude

9. Tips & tricks for telephone etiquette
  - a. Some basic rules of telephone etiquette
  - b. When answering the telephone
  - c. To greet the caller
  - d. When placing a caller on hold
  - e. When transferring a phone call
10. Screening telephone calls
11. The "In Conference" trap
12. When taking messages
13. When returning a phone call
14. When placing outbound calls
15. When you are leaving a message
16. To conclude a conversation
17. Proper telephone language

### INCLUDES THE FOLLOWING

1. Course Material
2. Notes
3. PoE (*if applicable*)

### For local training at a Onetrust training venue:

1. Refreshments
2. Lunch

*\*Catering is the responsibility of the client for on-site training.*

### CERTIFICATION

Currently, this course is only available for non-accredited training, and therefore candidates will receive a *Certificate of Training/Attendance*, as no form of assessment will take place.

## MERSETA TRAINING PROVIDER

Onetrust Training Solutions has received full accreditation as a **merSETA Training Provider**. (Certification number: 17-QA/ACC/2313/21.) We are in the process of extending our scope of accreditation for most of our individual training courses and skills programmes.

## CONTACT DETAILS

Further enquiries may be directed to:

### ONETRUST TRAINING SOLUTIONS (PTY) LTD

Vanderbijlpark | South Africa

**Tel:** +27 16 982 1651

**Cell:** +27 83 565 0915

**Email:** [admin@otts.co.za](mailto:admin@otts.co.za)