

Professional Grooming and Personality Development (303193252)

Telephone Etiquette

Introduction

Telephone etiquette refers to the professional and polite way of handling telephone communications in personal and business settings. It ensures clear, effective, and courteous communication.

Learning Objectives

- Recognize proper telephone behaviour and tone.
- Develop active listening and accurate note-taking skills.
- Learn techniques to resolve issues efficiently.
- Practice small talk and maintain positive impressions.

Importance of Telephone Etiquette

- Creates a positive impression of the organization.
- Ensures effective communication and reduces misunderstandings.
- Enhances customer satisfaction and trust.
- Supports professional growth and credibility.

Key Elements of Telephone Etiquette

1. Answering Calls Professionally – greeting, identifying oneself.
2. Tone and Clarity – speak clearly, avoid slang, and maintain friendly tone.
3. Active Listening – focus, avoid interrupting, and clarify doubts.
4. Note Taking – record key points accurately.
5. Issue Resolution – provide solutions or escalate properly.

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6. Small Talk – initiate polite, brief, relevant conversation.
7. Ending Calls – summarize, thank the caller, and close politely.

Answering Calls

- Answer within 3 rings.
- Greet courteously: “Good morning/afternoon, [Company Name], [Your Name] speaking.”
- Confirm the caller’s identity if needed.
- Use positive language and avoid negative expressions.

Taking Notes

- Keep a pen and notebook ready.
- Write down important details: caller name, date, purpose, actions.
- Use shorthand symbols for speed.
- Summarize notes for clarity and follow-up.

Resolving Issues

- Listen actively without interrupting.
- Empathize and acknowledge concerns.
- Offer solutions or escalate appropriately.
- Follow up to ensure resolution.

Small Talk Techniques

- Keep it brief and professional.
- Topics: greetings, weather, company events (avoid personal/political topics).
- Use positive and inclusive language.
- Helps build rapport and trust.

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Handling Difficult Calls

- Stay calm and patient.
- Avoid emotional reactions.
- Clarify facts before responding.
- Offer alternatives or escalate politely.

Engagement Strategies

- Interactive call simulations.
- Group discussions on best practices.
- Real-life case studies of excellent and poor telephone etiquette.
- Small talk exercises and improvisation games.

Learning Outcome

After completing this topic, learners will be able to:

- Handle professional calls effectively and courteously.
- Record messages accurately through note-taking.
- Resolve customer concerns calmly and efficiently.
- Engage in appropriate small talk to build rapport.
- Demonstrate professional conduct in telephonic scenarios.

References

- Carnegie, D. How to Win Friends and Influence People.
- Guffey, M. Business Communication: Process and Product.
- Barrett, D. Telephone Skills in the Workplace.

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Video Links

1. Professional Telephone Etiquette Tips –
<https://www.youtube.com/watch?v=example1>
2. Handling Customer Calls Professionally –
<https://www.youtube.com/watch?v=example2>
3. Telephone Communication Skills –
<https://www.youtube.com/watch?v=example3>