

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.

Program Outcome

- Equip participants with professional telephone communication skills.
- Enhance clarity, efficiency, and courtesy in business calls.
- Build confidence for handling customer and internal calls effectively.

Course Outcome

- Understand the importance of telephone etiquette in professional settings.
- Learn structured approaches to answering and making calls.
- Handle complaints, take notes, and conduct effective follow-ups.
- Engage in meaningful small talk while maintaining professionalism.

Learning Objectives

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

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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, maintain friendly tone.
3. Active Listening – focus, avoid interrupting, clarify doubts.
4. Note Taking – record key points accurately.
5. Issue Resolution – provide solutions or escalate properly.
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.

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- 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.

Handling Difficult Calls

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

Assessment

- Role-play exercises: handling different types of calls.
- Written quizzes on call etiquette principles.
- Peer feedback on communication style and professionalism.

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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.

References

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

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>