

## **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.

## **Professional Grooming and Personality Development (303193252)**

### **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>