



1. On a scale of 1-10, how would you rate the importance of each key skill and knowledge area required for employees to excel in effective business phone etiquette and answering calls with confidence? Consider 1 as the lowest level of importance and 10 as the highest. Please provide specific ratings and briefly explain your reasoning.

Your rating

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Your reason

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2. On average, how frequently do you observe employees making common challenges or mistakes in phone etiquette or call handling?

Option 2

3. Can you provide specific examples of scenarios or situations where employees struggle the most or could benefit from improvement in phone etiquette? Please describe the challenges faced and their impact on customer interactions.

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4. What specific business goals or outcomes can be achieved by enhancing employees' phone etiquette skills? Please list and rank the goals based on their importance to the organization.

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5. Are there any existing resources or materials related to business phone etiquette that can be utilized or incorporated into the instructional design process? Please provide details on their availability and relevance.

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6. What specific performance indicators or metrics would you suggest using to evaluate the effectiveness of the training program? Please provide examples and indicate the desired target values for each indicator, if applicable.

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7. Among workshops, e-learning modules, and hands-on practice, please rate the preferred learning methods or approaches for delivering the training based on their effectiveness:

a) Workshops:

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b) E-learning modules

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c) Hands-on practice

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8. Are there any specific constraints or limitations, such as time, budget, or resource availability, that need to be considered for developing and implementing the training program? Please provide details on any restrictions that may impact the design and delivery of the program.

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9. Are there any additional stakeholders or departments that should be involved in the instructional design process? Please specify their roles and contributions in ensuring the effectiveness and alignment of the program.

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10. What are the expectations or desired outcomes for the instructional program in terms of employee behavior change or performance improvement? Please provide specific examples and indicate the level of change or improvement desired.

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