**Design Document: Effective Business Phone Etiquette Course**

This course is designed for individuals who interact with customers or clients over the phone in a professional setting. The course aims to enhance their phone etiquette skills and equip them with the necessary knowledge to handle calls confidently and provide excellent customer service.

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| **Topic Audience Learning Objectives Modality Measurement** | | | | |
| *Topic to be covered during the training* | *The target audience for the topic* | *Learning objectives for that topic* | *The modality you’ll use to teach that topic* | *How success will be measured* |
| **Effective Business Phone Etiquette: Answering Calls with Confidence** | All employees | After completing this lesson, employees will be able to:   * Demonstrate effective phone etiquette, including professional greetings, active listening, and handling difficult situations with composure. * Close phone calls positively, summarizing actions taken, expressing gratitude, and offering additional assistance when needed. | An eLearning course, combining multimedia elements for an engaging and self-paced learning experience. | Knowledge Assessment: Conducting quizzes or assessments to evaluate learners' understanding of the concepts covered in the course. |
| **Overall Effective Business Phone Etiquette Guide** | All employees | After reading the job aid or infographic, employees will be able to:   * Quickly grasp and apply the essential skills necessary for answering calls with confidence. * Apply these skills to provide excellent customer service and enhance overall professional communication during phone interactions. | Job aid or infographic- in a visual and concise format, typically presented as a digital or printed document. | Success will be measured through customer satisfaction feedback and performance metrics. |