

Business Etiquette: Telephone and Office Skills

Course Content

Why attend?

It is important that, when working in a corporate environment, that we behave professionally – according to specific organisational and generally accepted standards. Professional behaviour empowers people.

How long is this course?

2 Days

Who should attend?

- Front Line Staff
- Team Leaders, Supervisors and Junior Managers
- All staff dealing with customers and suppliers

What will be covered?

- ◆ Creating positive first and lasting impressions in business
- ◆ Understanding the different personality styles and needs in business
- ◆ Recognise what protocol and etiquette stand for when referring to professionalism
- ◆ Ethical Business Practices
- ◆ Understanding the importance of Customer Service
- ◆ Applying effective Telephone Etiquette
- ◆ Applying effective E-mail Etiquette
- ◆ Dealing with difficult situations in business

Accreditation Courses

This course is accredited. It is an interactive two day workshop which includes group discussions and practical activities to ensure a clear understanding of each topic that is covered. All exercises are geared to encourage participation throughout the duration of the course. Learners are supplied with course material, formative and summative material, refreshments, and lunch. Certificates are issued after completion and feedback is provided to the organisation. After successful completion of the course, learners have the opportunity to submit a Portfolio of Evidence and be assessed.