

# Telephone and Mobile Etiquette

## Overview:

Even in these days of computer and fax machines the telephone is still the company's artery to the world. Business calls need extra skills. Telephone Etiquette is perhaps one of the most fundamental skills corporate professionals must acquire. The objective of this workshop is to augment this skill for the participants to international standards and therefore generate higher confidence to improve their present and future work situations.



## Course Outline:

- Telephone skills and etiquette
- Business calls
- Speaker phones
- Mobiles
- Fax
- Emails and net etiquette
- Video Conferencing etiquette

## Methodology:

- Practical
- Role Plays and live exercises
- Group activity

## Duration:

Two-hours

## Ideal batch size:

20 Participants