

Telephone Etiquette

Telephone Etiquette covers fundamental skills and techniques for using the telephone effectively on the job. It spotlights the importance of the telephone as a business tool and provides practical tips and techniques for its effective use.

Price	\$130 Nonmembers / \$95 Members
Course Credits	AIB: 0; ICB: 2.5
Prerequisites	None
Required Software	None
Optional Software	Adobe Acrobat Reader and RealPlayer

Audience

Branch and administrative office staff who answer calls or who make calls to customers and other bank staff. This course is appropriate for call-center staff as an introduction to telephone skills.

Learning Objectives

After completing this course, students will be able to:

- Prepare for typical calls
- Set up work area to support organized telephone communications
- Use professional call greetings
- Use appropriate language and voice inflection during telephone conversations
- Use questioning and listening skills that support effective telephone communication
- Handle special telephone tasks professionally
- Use effective skills when working with technology tools