

Professional Telephone Skills

Half Day Course

Rating: ★★★★★ 4.8/5



Introduction

How people conduct themselves on the telephone speaks volumes about an organisation's professionalism.

Hamilton Mercer's Service Methodologies™ help learners improve their telephone manner and structure interactions, so they can lead conversations with confidence.

Learning Objectives

Upon completing this course learners will be able to:

- Create a welcoming and professional first impression, to set the desired tone for the conversation.
- Structure and lead conversations – keeping them on topic and timely.
- Apply best-practice telephone etiquette to create a seamless experience.
- Gather accurate information from callers, to document and share with colleagues.

Audience

People of all experience levels and seniority communicating via the telephone with external customers (clients / suppliers) and internal customers (colleagues / contractors).

Return on Investment

Performance outcomes include:

- Enhanced reputation and customer loyalty – perceived as true professionals.
- Increased attention to detail and highly organised approach to information/data.
- Engaged workforce – greater self-awareness, confidence and positivity.
- Uplifted behavioural consistency, internal communications and efficiency.



Course Content

Module 1: Telephone Etiquette: Accuracy & Professionalism

Learning Outcomes

- Manage the expectations of callers and brief colleagues properly.
- Utilise 'dead-time' during conversations to create a more seamless experience.
- Improve attention to detail and the accuracy of information gathered.

Methodologies

- Placing Callers on Hold / Transferring Calls
- Making the Most of Silent Periods During Conversations
- Clarification of Important Customer Details

Module 2: First Impressions: Greeting, Screening & Message Taking

Learning Outcomes

- Create a welcoming and professional first impression.
- Improve the structure and timeliness of how calls are handled.
- Take ownership of the message-taking process.

Methodologies

- Professional Telephone Greeting
- Screening Calls
- Effective Message Taking

How to Book

Please Email – <https://hamiltonmercerc.co.uk/node4academy/>
(Places are Limited)

Dates, Locations & Timings MS Teams / Office Located Below:

Node4 Derby Office or Live Virtual Training
Millennium Way, Derby DE24 8HZ

Wednesday 25th February 2025: 9.15am – 12.30pm

Tuesday 29th April 2025: 13.30pm – 16.45pm

Tuesday 24th June 2025: 9.15am – 12.30pm

Wednesday 17th September 2025: 9.15am – 12.30pm

Thursday 20th November 2025: 13.30pm – 16.45pm

Hamilton Mercer's training sessions are
Friendly, Highly Engaging and Humorous.



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This course is part of the **ESaaS Professional
Development Academy** provided by
Hamilton Mercer