

# 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://hamiltonmercer.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 25<sup>th</sup> February 2025: 9.15am – 12.30pm

Tuesday 29<sup>th</sup> April 2025: 13.30pm – 16.45pm

Tuesday 24<sup>th</sup> June 2025: 9.15am – 12.30pm

Wednesday 17<sup>th</sup> September 2025: 9.15am – 12.30pm

Thursday 20<sup>th</sup> November 2025: 13.30pm – 16.45pm

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



**HAMILTONMERCER**  
— ★ ★ ★ ★ ★ —

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