



NIMBLE FOUNDATION

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TELEPHONE ETIQUETTE TRAINING

How will the workshop help you?

1. Create a Positive First Impression

The way you answer a phone call creates the first impression about you and your organization. A confident and professional tone builds trust and respect instantly. This workshop helps participants develop professional telephone communication skills.

2. Improve Communication Skills

Clear communication reduces misunderstandings and improves workplace relationships. Participants learn how to speak politely, confidently, and effectively during conversations.

The program helps individuals communicate with clarity and confidence

3. Handle Customers Professionally

Handling customers calmly and respectfully is essential for business success. The workshop teaches techniques for managing customer queries, complaints, and difficult conversations professionally.

Participants learn to build positive customer experiences.

4. Increase Workplace Productivity

Effective telephone communication saves time and improves coordination between teams, clients, and customers.

The training develops professional habits that improve efficiency and teamwork.



Telephone Etiquette & Communication Skills

Theory Content:

- Importance of Telephone Etiquette
- Professional Greeting Techniques
- Tone, Pitch, and Clarity in Speech
- Listening Skills and Understanding Customer Needs
- Positive Language and Word Selection
- Handling Difficult Conversations Professionally
- Importance of Courtesy and Respect
- Call Transfer and Hold Procedures
- Managing Voice Modulation
- Avoiding Common Telephone Mistakes

Communication Techniques:

- Speaking Clearly and Confidently
- Building Rapport with Customers
- Developing Professional Conversation Skills
- Managing Nervousness During Calls
- Handling Angry or Upset Customers Calmly
- Techniques for Effective Listening
- Improving Verbal Communication

Practical Exercises:

- Role Plays for Customer Interaction
- Telephone Conversation Practice
- Voice Clarity Exercises
- Professional Greeting Practice
- Handling Complaint Calls
- Team Communication Activities

Interpersonal Skills:

- Building Confidence in Communication
- Developing Patience and Empathy
- Professional Behaviour During Calls
- Maintaining Positive Attitude
- Active Listening Skills
- Workplace Communication Ethics

Benefits of the Program:

- ✓ Improved confidence while speaking on calls
- ✓ Better customer interaction skills
- ✓ Stronger professional communication
- ✓ Enhanced listening abilities
- ✓ Improved workplace relationships
- ✓ Increased customer satisfaction



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Background:

Professional telephone communication plays a major role in customer satisfaction and workplace success. Every phone interaction reflects the image of an organization. This training program focuses on improving communication style, professionalism, confidence, and customer handling abilities.

The workshop includes practical exercises, role plays, communication techniques, and real-life scenarios to help participants improve their telephone communication skills.



Program Content

Professional Telephone Skills

Effective Telephone Communication:

- Answering Calls Professionally
- Introducing Yourself with Confidence
- Maintaining Professional Tone
- Communicating with Clarity
- Using Positive and Polite Language



Customer Service Skills:

- Understanding Customer Expectations
- Managing Customer Complaints
- Handling Difficult Situations Calmly
- Building Customer Trust and Relationships
- Providing Solutions Effectively



Voice & Speech Development:

- Importance of Voice Modulation
- Improving Pronunciation and Clarity
- Breath Control Techniques
- Developing Confidence in Speech
- Eliminating Hesitation in Communication



Workplace Communication:

- Internal Communication Etiquette
- Coordination with Team Members
- Professional Follow-Up Techniques
- Taking Accurate Messages
- Time Management During Calls

Activities & Role Plays:

- Live Telephone Conversation Practice
- Customer Complaint Handling Exercises
- Professional Introduction Activities
- Confidence Building Exercises
- Group Discussions and Team Activities
- Real-Time Feedback Sessions

Motivation & Confidence Building:

- Developing Positive Communication Habits
- Building Self-Confidence
- Staying Calm Under Pressure
- Managing Stress During Difficult Calls
- Enhancing Professional Presence

Feedback & Comments

1. Ms. Priya Sharma:

"The training helped me improve my confidence while speaking with customers. I learned how to handle calls professionally."

2. Mr. Rahul Mehta:

"Excellent workshop with practical activities and useful communication techniques."

3. Ms. Neha Verma:

"The role plays and feedback sessions were very effective. It improved my customer handling skills."

4. Mr. Amit Joshi:

"Very interactive and informative program. Helped me improve voice clarity and professionalism."

For more feedback visit:

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