



PROFESSIONAL COMPETENCY: other position-specific

MAKING THE RIGHT CALL: TELEPHONE ETTIQUETTE

Statistics have shown that 55% of the communication process involves body language. This means that we lose over 50% of our ability to communicate when on the telephone. If good communication is the key to getting the job done right, then learning effective communication strategies on the telephone is crucial to any organization's ongoing success. Making the Right Call: Telephone Etiquette instructs participants in basic phone etiquette, phone manners that make a good business impression, the correct way to answer and speak on the phone, how to deal with resistance and disgruntled callers, and much more. If you make or receive even a handful of phone calls each day, this training initiative will continue paying dividends for years to come.

Objectives:

By the end of this workshop, participants will be able to:

- Understand an overview of telephone etiquette in the local government context of customer service
- Meet the needs of internal and external customers with confidence and enthusiasm

