



London TDM

# Administration and Office Management Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 12 April 2026 To 16 April 2026

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

In today's fast-paced professional environment, effective telephone communication is essential for building strong business relationships and ensuring information is conveyed accurately. This 5-day course on Professional Telephone Etiquette aims to equip participants with the skills and techniques required to manage telephone interactions professionally and effectively.

## Objectives

- Understand the importance of professional telephone etiquette.
- Develop effective listening and speaking skills for telephone communication.
- Learn how to handle difficult conversations and manage conflicts over the phone.
- Master the nuances of non-verbal communication on calls.
- Improve overall customer satisfaction through enhanced telephone interactions.

## Course Outlines

### Day 1: Fundamentals of Telephone Etiquette

- Understanding the role of telephone communication in business.
- The do's and don'ts of telephone etiquette.
- Creating a positive first impression.
- Understanding and controlling tone of voice.
- Practicing common courtesy and politeness on calls.

### Day 2: Effective Listening and Communication Skills

- The importance of active listening.
- Identifying and overcoming language barriers.
- Building rapport over the phone.
- Avoiding misunderstandings and clarifying information.
- Enhancing verbal communication skills.

### Day 3: Handling Challenging Calls

- Strategies for managing difficult conversations.
- Maintaining professionalism under stress.
- Conflict resolution techniques over the phone.
- Dealing with irate or upset callers.
- Turning negative interactions into positive outcomes.

### Day 4: Non-Verbal Communication and its Impact

- Understanding non-verbal cues in telephone communication.
- Using verbal skills to convey enthusiasm and empathy.
- The impact of silence and pauses.
- Balancing volume and speed for clarity.
- Utilizing feedback and confirmation techniques.

## **Day 5: Enhancing Customer Satisfaction**

- Tailoring the telephone experience to customer needs.
- Using technology to improve call efficiency.
- Measuring and analyzing call quality.
- Continual improvement of telephone skills.
- Implementing a phone etiquette policy in the workplace.