

TELEPHONE AND EMAIL CORRESPONDENCE

Training course offered by VETTA Communication (Pty) Ltd.



OBJECTIVES

With everyone communicating via telephone or email, we are too often confronted with poor telephone manners, incorrect terminology and a lack of professionalism. This practical workshop will provide clarity on expected business standards so as to enhance both your personal and the organization's image and to improve on customer retention by developing stronger business relationships.

COURSE CONTENT

The Telephone and Email

- Why is the telephone and email important?
- Having respect towards the tools that are responsible for generating business
- Why not to perceive the telephone as an interruption
- Time management and emails
- Ways to adopt a good in-house telephonic and email policy
- Be cost conscious every time you pick up the receiver

Communication skills

- Procedures in answering the telephone or making calls
- Vocal tone, proactive questioning, enthusiasm, knowledge of the company, promptness
- Speaking with positive intent and professionalism
- Active listening, assertiveness without aggression and reinforced feedback
- Working through complaints, conflict and unreasonable clientele
- Etiquette and procedures for cellular telephones particularly in meetings
- Email correspondence – presentation, grammar, spelling, keep it clear and simple
- Formality vs. informality

Procedural skills

- Taking control of the call and staying focused
- Techniques in answering, transferring calls and/or message taking
- Building relationships telephonically and via email
- Understanding client expectations and meeting those requirements
- Dealing with a variety of character profiles and how to handle these

Raising the bar

- Energy, motivation and effectiveness
- Adopting a 'one company one image' approach

Workshop suitable for all levels of staff exposed to telephone and email communication

COURSE DETAILS

Duration: 1 day

Date: 2011

Time: 08h30 - 16h30

Cost: R1766.00 p/person excl. 14% VAT

Included: Lunch, refreshments, facilitation, training manual, E-certificate, personalised feedback and unlimited post training support.

Venue:

This workshop can also be presented at your premises

Book on line www.vetta.co.za or call 086 111 VETTA (83882) Email: info@vetta.co.za



VETTA Communication (Pty) Ltd.
Cape Town • Johannesburg • Durban

"Passion colours everything it touches"

