

Telephone Communication Programme

In the course of your work you may have to make or receive calls as a recognised form of communication. This potentially difficult link offers no visual clues and can be experienced as a least desirable but essential way to communicate.

AIM:

To raise awareness of this everyday activity and to increase the skills involved in telephone communication.

OBJECTIVES:

By the end of the programme participants will be able to:

- Measure their own telephone behaviour.
- Create guidelines for answering incoming calls.
- Draw up rules for telephoning out.
- Identify the different approaches relevant to the nature of the call.

There will be an opportunity to experience the above through role play, and other participatory exercises.

This course can be adapted to a full or half day input.

Bookings and further information about this and all the other training programmes offered by Interface Training Ltd. can be obtained from Maggie Murray Harris (Director), Interface Training Ltd. - Telephone: 0131 554 2892 (office) / 07711 703810 (mobile) or E-mail: maggie@ukgo.com