

Communicating by Telephone

Last Updated: 5 January 2017



Address
PO Box 25334
Monument Park
0105
South Africa

Head Office & Training
1001 Clifton Avenue
Lyttelton Manor
Centurion
South Africa

Tel: 0861-11-1680
Fax: 0866-838-922
e-mail: sales@acctech.biz
Web: www.acctech.biz



AccTech Alliance Members South Africa: East London | Limpopo | P.E. | RSA Central

AccTech Alliance Members Africa: South Africa | Botswana | Ghana | Lesotho | Malawi | Namibia | Nigeria | Swaziland | Zambia | Zimbabwe

Communicating by Telephone

Course description

Workplace stress is expensive in terms of wasted time, money, productivity and intellectual investment. It has a negative impact on the business as well as on the individual employee.

The impact of workplace stress includes loss of work time, poor performance, mistakes, and miscommunication. The escalating cost of stress related illnesses has an often silent, but demoralizing impact. The bottom line is – manage your workplace stress, or else IT will manage your company.

Since employees can't prevent anger, stress & conflict, the most important thing is to learn how to handle or manage them in productive ways. During the two day Stress Management workshop we will explore the harmful long-term effects of anger & stress on our mental and physical health and provide suggestions for managing our individual stresses more effectively.

Course duration

This course is scheduled for one (1) day from 9:00 till 16:00.

Course pre-requisites

None.

Who should attend?

All employees.

Course benefits

- **PRACTICAL** - this programme takes you through exercises to improve your telephonic communication skills, providing you with tools that you can apply literally the next day.
- **RESULTS** - through applying these techniques, you will get better results from your telephonic communications through building rapport and reducing misunderstandings and conflict.
- **EFFECTIVE** - when you learn to communicate properly over the telephone, you become more effective and become a positive marketing force for your company or organisation.

Course objectives

- To improve the effectiveness of telephonic communication
- To learn basic telephone techniques
- To improve understanding of the basics of communication
- To learn active verbal communication skills
- To understand communication styles and modalities
- To overcome communication barriers
- To improve listening skills

Topics covered

This programme covers the following topics:

- the communication cycle
- verbal communication



mictseta

Media, Information and Communication Technologies
Sector Education and Training Authority

Accreditation no: ACC/2014/00/180

Accelerating quality skills towards an information savvy society

- the nature of perception and information filters
- communication processing modalities
- overcoming communication barriers
- building rapport over the telephone
- answering the telephone
- planning your calls
- active and passive listening
- limits and authority
- trust and goodwill
- following up

[For bookings or more information](#)

For bookings or more information please feel free to Marili van Niekerk us at 012 640 2600 or e-mail training@acctech.biz

For the latest event schedule visit our training page on www.acctech.biz



mictseta

Accreditation no: ACC/2014/00/180
Media, Information and Communication Technologies
Sector Education and Training Authority

Accelerating quality skills towards an information savvy society