

# Effective Telephone Techniques

**Duration:** 1 Day

In this course you will learn how to make the best impression using the telephone. You will learn how to make, take and transfer calls in a professional and efficient manner. You will also learn how to handle difficult calls and interact effectively with callers both internal and external to your organisation.

- Positive Attitude
- Listening
- Language
- Call Screening
- Transferring Calls
- Hold the Line
- Difficult Calls