



OBT

OBT Course Outline

19. TELEPHONE TECHNIQUES & EMAILS

Main Aims and Key Benefits:	A short and effective module focusing on the all-too-often neglected area of projecting a positive and professional approach when responding to telephone calls and emails to the required standards <i>NB: This module is particularly suitable for in-house delivery as it provides the opportunity to incorporate the college's in-house standards into the programme</i>
Course Content:	<ul style="list-style-type: none"> ▪ The importance of creating a positive first impression when answering the telephone and responding to emails to the standards required of their college ▪ Consideration of the structure of a typical call and the points to take into account when preparing to answer an incoming call ▪ Reflecting on the key positive telephone techniques to be adopted at all stages of a call ▪ Identifying the main points to take into account when taking messages ▪ Tips and recommended best practice to be adopted when sending and/or responding to emails ▪ Personal Action Plans
Training Methods:	<ul style="list-style-type: none"> ▪ Presentations ▪ Reviewing examples of actual calls ▪ Group discussions ▪ Exercises
Who will benefit:	All team members required, or potentially required, to answer the telephone and send/respond to emails
Duration:	1/2 day
Certification:	OBT and Progressive Training
Training Provider:	Progressive Training