

# Business Telephone Skills



## A Practical Course for Improving Business Telephone Skills

The telephone has become ubiquitous in modern day society. It links us all together and makes global communication easier than ever. We use the telephone everyday in our social and business lives without it many businesses simply could not operate. Having excellent telephone skills is a must in today's business world. However speaking clearly is not the only skill that is necessary in successfully communicating and building relationships by telephone.

Unfortunately many people are not very confident about using the telephone especially when speaking in a second language. There are many potential pitfalls such as lack of understanding due to no body language or visual communication factors. Different cultures have different telephone mannerisms such as pleasantries and small talk. A good example comes from Britain, the British have a tendency to engage in small talk at the beginning and end of a telephone conversation where as other nationalities are not as keen on small talk. Pleasantries vary from country to country add to this how different cultures have different ways of using language and we can start to understand the problems global employees face everyday in using the telephone.

Being aware of these differences can help in understanding people with different cultural traditions and backgrounds. The **Business Telephone Skills** course firstly develops participant's active and physical telephone skills. We train participants how to receive and make calls, leave messages, make appointments, change arrangements and even problem solving by telephone. However the training does not stop there the course also trains participant how to deal with communication problems by teaching them relevant language skills such as how to ask for and give clarification, ask for repetition, use confirming phrases and effectively summarize information. Throughout the course we also develop cross-cultural awareness and communication on the telephone by looking at various countries telephone mannerisms and behaviors using case studies and role-plays to help participants become more accustomed to using the telephone internationally. The course is designed to give all participants the opportunity to actively communicate and develop their abilities in a supportive and stimulating atmosphere.