

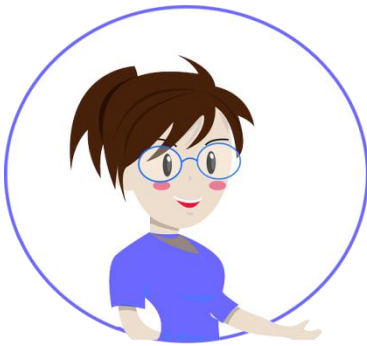
Email and Telephone Etiquette

Aim

To supply the learners with the necessary knowledge and confidence, enabling them to conduct professional and accurate e-mail and telephonic support. This workshop is relevant to all employees.

With the advent of the social media wave, our organisations are represented on many forums via the written word and telephonic media.

What Others Had to Say About this Course...



Trainer kept everyone's attention from start to finish. Michael – Armscor

Who Should Attend this Course?

This course will benefit all staff.

Outcome

The learners will be able to deliver a professional image to their clients.

Duration: 3-Hours

Content

Keeping your Email to the Point	• Reading with the view to understanding • Responding with an eye to detail
Formatting for Easy Reading	• Using paragraphs • Using Bullet Points
Using attachments	• Naming of the files • Attaching in the correct order • When to attach and when not
Getting the Right Tone to your Correspondence	• Know your Audience • Know your company values and approach
Writing in Plain English	• Simplify your language • Do not use Jargon
Common Errors	• A list of common errors to look out for
Telephone Etiquette	• Greeting, Tone and Solution orientated
Follow Through	• Using Technology for reminders
