

cto

corporate training options

About Us

Our mission at CTO is empowering people through learning that drives lasting growth and organisational success.

With that focus, we provide high-quality, practical training designed to help individuals and organisations build skills, improve performance and adapt to an ever changing business environment.

With experienced trainers and flexible delivery options, CTO provides engaging, results-focused learning designed to strengthen capability and support long-term business success.

*“Hope is NOT a
Development Plan.”*

Professional Telephone Skills

Other Customer Service Courses

- Calming Upset Customers
- Customer Service Excellence
- Beyond Customer Service - Effective Programs to Retain Your Customers
- Telephone Courtesy & Customer Service Skills
- Call Centre Success - Essential Skills
- Handling Difficult People and Situations
- Customer Satisfaction
- Customer Service in the Information Age

Skills that Win -
Build Teams that Win

Contact Us

We would love to collaborate with you



training@cto.com.au



1300 667 660



www.cto.com.au

*Our trainers are located all across
Australia.*

cto

corporate training options

Customer Service: Professional Telephone Skills

The Challenge

The telephone remains a critical business tool, yet professional telephone skills are often taken for granted. Unprofessional phone handling - poor etiquette, unclear communication, inefficient call management — damages your professional image and wastes time. Excellence on the phone requires specific techniques that most people have never learned, despite using phones daily.

Educate, Elevate and Empower -

What you will Learn

- ✓ Project professionalism and confidence through your telephone presence
- ✓ Manage calls efficiently from greeting to closing
- ✓ Use voice, tone and pacing to create positive impressions
- ✓ Handle screening, transfers and hold situations professionally
- ✓ Take accurate messages and manage callbacks effectively
- ✓ Deal with challenging calls and difficult callers
- ✓ Use business telephone systems and features effectively

Who should Attend

This foundational course is valuable for any professional who uses the telephone for business purposes, regardless of their role.

Ideal participants include:

- Administrative and executive assistants
- Sales and account management professionals
- Office managers and coordinators
- Anyone wanting to enhance their professional telephone presence

Course Delivery

- Online via Microsoft Teams
- Onsite at your Workplace
- Hybrid (combination of both)

Duration

- Full Day Course

Group Sizes

Our prices are based on group sizes and not per person (the more the merrier)

- 1 - 3 trainees
- 4 - 15 trainees
- 16 - 20 trainees

Pre Requisites

None - Open to all

Course Modules

Module 1. The professional telephone presence

- Why professional telephone skills are consistently underestimated
- The impression your telephone manner creates
- The cost of unprofessional phone handling to your personal credibility & the organisation's reputation
- What telephone excellence actually looks and sounds like

Module 2. Projecting confidence and professionalism from the first word

- How callers assess your competence and credibility within seconds of you answering
- The vocal qualities that project confidence, warmth and authority
- Eliminating the habits, fillers and patterns that undermine your professional telephone presence
- Sounding composed and in control even on your busiest, most pressured days

Module 3. Managing the full call - from the strong opening to a clean close

- The structure of a professionally managed call from greeting through to sign-off
- Opening calls in a way that immediately establishes confidence and sets a positive tone
- Guiding the conversation with purpose - staying efficient without rushing
- Closing calls cleanly and professionally so both parties are clear on what happens next

Module 4. Voice, Tone and Pacing - Your most important telephone tools

- Why tone and delivery carry more weight on the phone than the actual content of what you say
- Finding the right pace - clear and measured enough to be understood
- Adapting your tone to different callers, situations and emotional temperatures
- The vocal habits that separate a professional telephone manner from an ordinary one

Module 5. Screening, transferring and holding

- Screening calls professionally without being evasive or dismissive
- The right way to place someone on hold
- Executing transfers smoothly so callers feel guided rather than passed off or abandoned
- Briefing colleagues properly before a transfer so the caller never has to repeat their story

Module 6. Taking accurate messages and managing callbacks effectively

- What a complete and useful message contains and critical details most people miss
- Listening and recording accurately under pressure without rushing the caller or losing information
- Setting clear callback expectation - timeframes, ownership and follow-through
- Managing your callback commitments so nothing falls through the cracks and reliability is never in question

Module 7. Dealing with challenging calls and difficult callers

- Recognising the different types of difficult callers and what each one requires from you
- Staying composed and professional when a caller is demanding or emotionally charged
- The language and techniques that de-escalate difficult telephone conversations
- Knowing when a call needs to be escalated and how to do it well

Module 8. Using Business telephone systems and features effectively

- Understanding the core features of professional telephone systems
- Avoiding the common errors with hold, transfer and conferencing functions
- Setting and maintaining a professional voicemail greeting
- Using the tools and features available to manage calls more efficiently

Module 9. Building your professional telephone standard

- Why telephone excellence is a habit built through deliberate practice
- Identifying your current telephone habits
- Setting a personal standard for every call you handle regardless of who is calling or why
- Committing to the ongoing refinement of a skill that directly shapes how you and your organisation are perceived