



Professional Telephone Etiquette and Call Handling Training Course

12 – 16 September 2027
Nairobi

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Ref: 721_155037 **Date:** 12 – 16 September 2027 **Location:** Nairobi **Fees:** 4500 Euro

Overview

Professional Telephone Etiquette and Call Handling Training Course is a five-day professional course for staff who manage business calls and leave with a Telephone Call Handling Playbook. Participants develop professional telephone etiquette, vocal clarity, structured call openings and closings, active listening, needs discovery, call control, accurate message taking, and difficult-call de-escalation. The course solves inconsistent caller experiences through repeatable scripts, controls, and simulations. Agile Leaders Training Center develops practical telephone call handling.

Who Should Attend

- Teams responsible for answering, routing, and closing inbound business calls
- Teams responsible for making outbound service and follow-up calls
- Teams responsible for clarifying caller needs and recording accurate messages
- Teams responsible for resolving complaints and escalating difficult calls
- Teams responsible for monitoring and coaching telephone service quality

The course assumes participants already handle workplace calls and leaves out physical visitor management, contact-center workforce planning, and broad customer-service strategy.

Departments and Industries

The course supports departments and industries that depend on consistent telephone communication.

- Reception, switchboard, administration, and customer service
- Contact centers, help desks, and sales support
- Healthcare, education, and professional services
- Hospitality, transportation, and utility services
- Retail, logistics, and financial services

Learning Objectives

By the end of this course, participants will be able to:

- Apply telephone etiquette to openings, holds, transfers, and closings
- Use vocal pace, tone, and language for clear calls
- Analyze caller needs through listening and focused questions
- Build accurate call notes and message records
- Diagnose difficult calls and select de-escalation routes



- Evaluate call quality and prepare focused coaching feedback

Course Agenda

Day 1: Professional Telephone Standards

- Telephone Service Standard Canvas
- Call Preparation and Workspace Checklist
- Professional Opening and Identification Script
- Voice Pace, Tone, and Volume Control Grid
- Positive Language Replacement Bank

Day 2: Listening and Needs Discovery

- Active Listening Signal Checklist
- Open and Closed Question Funnel
- Caller Need Clarification Ladder
- Paraphrase and Confirmation Loop
- Call Purpose and Outcome Map

Day 3: Call Control and Message Accuracy

- Hold Permission and Return Protocol
- Warm Transfer and Handoff Sequence
- Accurate Telephone Message Template
- Call Time and Conversation Control Method
- Action Summary and Closing Checklist

Day 4: Difficult Calls and Quality Control

- Caller Emotion Recognition Guide
- De-Escalation Language Pathway
- Complaint Ownership and Escalation Matrix
- Privacy and Information Boundary Checklist
- Call Quality Observation Scorecard

Day 5: Telephone Call Handling Practice

- Exercise: Opening and Needs Discovery Simulation
- Exercise: Hold, Transfer, and Message Accuracy Drill
- Exercise: Difficult Caller De-Escalation Scenario
- Exercise: Call Quality Review and Coaching Practice
- Capstone: Telephone Call Handling Playbook



Practical Exercises

The course uses suggested activities drawn from healthcare, professional services, hospitality, and logistics.

- Suggested activity: answer a service call, clarify its purpose, and confirm the required outcome.
- Suggested activity: place a caller on hold, complete a warm transfer, and record a message without losing key details.
- Suggested activity: de-escalate an upset caller while maintaining privacy and role boundaries.
- Suggested activity: score a recorded simulation and deliver focused coaching feedback.

FAQs

Who suits professional telephone etiquette and call handling training, and what does it assume?

Staff who answer or make business calls suit the training; it assumes routine workplace telephone experience and does not require contact-center management responsibility.

How does telephone etiquette and call handling differ from general customer-service training?

Telephone etiquette and call handling concentrates on voice-only interactions, structured call stages, holds, transfers, messages, call control, and quality review; general customer-service training covers broader channels and service principles.

What makes a professional telephone opening effective?

An effective telephone opening identifies the organization or function, introduces the agent when appropriate, uses a clear greeting, invites the caller's purpose, and establishes a calm pace.

How should staff handle a difficult business call?

Staff should listen without interruption, name the issue, confirm facts, use neutral language, offer authorized options, summarize action, and escalate when the request exceeds their authority or presents a safety concern.

Conclusion

Participants take back a Telephone Call Handling Playbook containing scripts, questioning tools, message controls, transfer protocols, de-escalation routes, and a quality scorecard. It changes telephone service from individual habit into a repeatable operating practice. The playbook supports consistent calls, accurate handoffs, and focused coaching across customer-facing teams.