



# Telephone Communication and Active Listening Skills Training Course

18 – 22 October 2026  
Geneva



## Telephone Communication and Active Listening Skills Training Course

**Ref:** 737\_156215 **Date:** 18 – 22 October 2026 **Location:** Geneva **Fees:** 6200 Euro

### Overview

Telephone Communication and Active Listening Skills Training Course is a five-day foundation course for customer-facing staff, receptionists, administrative support employees, help-desk staff, and telephone inquiry handlers who leave with a Telephone Listening and Confirmation Toolkit. Participants replace distracted or assumption-led calls with focused attention, purposeful questions, paraphrasing, accurate notes, and agreed next steps. The course uses voice-only scenarios from clinics, education services, property offices, and technical support. Agile Leaders Training Center develops telephone communication and active listening skills.

### Who Should Attend

- Staff responsible for receiving and clarifying telephone inquiries
- Teams responsible for recording caller details and action requests
- Employees responsible for explaining information through voice-only channels
- Support personnel responsible for listening during difficult calls
- Supervisors responsible for telephone communication consistency

The course assumes participants handle routine telephone inquiries and leaves out visitor reception, contact-center operations, sales calls, counseling practice, and public speaking.

### Departments and Industries

The course supports departments and industries where accurate voice-only communication affects service continuity.

- Administrative and shared-service departments
- Healthcare clinics and appointment services
- Education and learner-support offices
- Property and facilities service teams
- Technical help desks and professional-service firms

### Learning Objectives

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



- Apply a structured telephone opening and attention routine
- Use clarifying and probing questions to identify caller needs
- Build accurate call notes and action records
- Analyze voice cues for emotion and intent
- Apply paraphrasing and summarizing to confirm meaning
- Evaluate difficult calls and agree clear next steps

## **Course Agenda**

### **Day 1: Telephone Listening Foundations**

- Professional Call Opening and Attention Routine
- Listening Barrier Recognition Checklist
- Voice Tone, Pace, and Meaning Guide
- Verbal Encourager Use Pattern
- Caller Purpose Identification Frame

### **Day 2: Questions and Clarification**

- Open and Closed Question Selection Grid
- Clarifying Question Sequence
- Probing Question Ladder
- Information Gap Detection Checklist
- Question-to-Confirmation Flow

### **Day 3: Paraphrasing, Emotion, and Notes**

- Caller Statement Paraphrasing Frame
- Emotion and Intent Listening Cues
- Neutral Language Response Guide
- Accurate Telephone Note Template
- Key Detail and Action Capture Sheet

### **Day 4: Difficult Calls and Confirmation**

- Difficult Caller Listening Sequence
- Assumption and Bias Reset Check
- Concern Summary and Validation Frame
- Agreed Next-Step Confirmation Script
- Escalation Listening Handover Record



## **Day 5: Telephone Listening Practice**

- Exercise: Identify Purpose and Missing Information
- Exercise: Clarify and Probe Without Repetition
- Exercise: Paraphrase Emotion and Intent
- Exercise: Summarize and Confirm Next Steps
- Capstone: Telephone Listening and Confirmation Toolkit

## **Practical Exercises**

The course uses suggested activities based on telephone inquiries in healthcare, education, property services, and technical support.

- Suggested activity: open a call, recognize listening barriers, and identify the caller's purpose.
- Suggested activity: use clarifying and probing questions to close information gaps without repetition.
- Suggested activity: paraphrase a concern, detect emotion in the caller's voice, and record essential details.
- Suggested activity: manage a difficult call and close with a summary and confirmed next steps.

## **FAQs**

### **Who suits telephone communication and active listening training, and what does it assume?**

Staff who receive telephone inquiries, capture information, provide explanations, or support callers suit the training; it assumes routine responsibility for professional calls.

### **How does telephone active listening differ from general customer service training?**

Telephone active listening concentrates on voice cues, focused attention, questioning, paraphrasing, note accuracy, confirmation, and call closure rather than broad service principles across several channels.

### **What questions improve active listening during telephone inquiries?**

Open questions invite context, closed questions verify facts, clarifying questions resolve ambiguity, and probing questions uncover missing details without leading the caller.

### **How should telephone staff confirm that they understood a caller?**

Telephone staff should paraphrase the main concern, summarize essential facts, state the agreed action, and ask the caller to confirm or correct the record.



## **How does active listening help with difficult telephone calls?**

Active listening helps staff separate facts from emotion, reduce assumptions, acknowledge the concern, identify missing information, and agree a clear next step or escalation.

## **Conclusion**

Participants take back a Telephone Listening and Confirmation Toolkit containing attention routines, question sequences, paraphrasing frames, note templates, voice-cue guides, and confirmation scripts. It changes assumption-led calls into structured conversations with verified information. The toolkit supports consistent action records and clearer handovers after difficult or routine telephone inquiries.