



Telephone Communication and Active Listening Skills Training Course

22 – 26 August 2027
Nairobi



Telephone Communication and Active Listening Skills Training Course

Ref: 737_156221 **Date:** 22 – 26 August 2027 **Location:** Nairobi **Fees:** 4500 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.