



## **Executive Telephone Etiquette and Sensitive Calls Training Course**

11 – 15 January 2027  
London

## Executive Telephone Etiquette and Sensitive Calls Training Course

**Ref:** 738\_156257 **Date:** 11 – 15 January 2027 **Location:** London **Fees:** 5700 Euro

### Overview

Executive Telephone Etiquette and Sensitive Calls Training Course is a five-day professional course for managers, department heads, executives, and senior professionals who leave with an Executive Call Control Toolkit. Participants structure high-stakes calls, project executive presence through voice and wording, clarify issues, protect sensitive information, confirm decisions, delegate actions, and control follow-up. The course uses client, supplier, partner, and internal leadership scenarios. Agile Leaders Training Center develops executive telephone etiquette and sensitive-call discipline.

### Who Should Attend

- Leaders responsible for high-stakes calls with clients and partners
- Managers responsible for sensitive discussions with employees and suppliers
- Executives responsible for confirming decisions and commitments by telephone
- Senior professionals responsible for delegated actions and handovers
- Department heads responsible for telephone communication standards

The course assumes participants conduct consequential business calls and leaves out receptionist procedures, contact-center operations, sales calls, public speaking, and broad leadership communication.

### Departments and Industries

The course supports departments and industries where telephone conversations carry decision, relationship, or confidentiality implications.

- Executive offices and corporate leadership teams
- Finance and professional-service firms
- Healthcare management and clinical administration
- Property, facilities, and supplier-management functions
- Education leadership and institutional services

### Learning Objectives

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



- Apply a concise executive call structure
- Use voice and wording to establish professional presence
- Analyze sensitive-call risks before disclosing information
- Apply listening and clarification to complex issues
- Build decision, delegation, and handover records
- Evaluate difficult calls and control follow-up

## **Course Agenda**

### **Day 1: Executive Call Structure**

- Executive Call Purpose and Outcome Frame
- Concise Opening and Context Statement
- Voice Tone, Pace, and Authority Guide
- Call Agenda and Time Boundary Script
- Executive Call Closing Sequence

### **Day 2: Listening and Decision Clarity**

- High-Stakes Listening Focus Grid
- Clarifying Question Decision Tree
- Issue and Assumption Separation Sheet
- Decision Summary Confirmation Loop
- Unresolved Point Tracking Record

### **Day 3: Sensitive Calls and Confidentiality**

- Sensitive Information Disclosure Check
- Caller Identity and Authority Verification Routine
- Confidential Voicemail Boundary Guide
- Difficult Conversation Language Frame
- Sensitive Call Escalation Map

### **Day 4: Delegation, Handover, and Follow-Up**

- Telephone Delegation Brief Structure
- Action Owner and Deadline Confirmation Record
- Executive Handover Note Template
- Follow-Up Channel Selection Matrix
- Commitment Closure Tracking Log



## **Day 5: Executive Call Practice**

- Exercise: Open and Bound a High-Stakes Call
- Exercise: Clarify Issues and Confirm a Decision
- Exercise: Protect Information in a Sensitive Call
- Exercise: Delegate, Handover, and Track Follow-Up
- Capstone: Executive Call Control Toolkit

## **Practical Exercises**

The course uses suggested activities based on management calls in professional services, healthcare, property, and education.

- Suggested activity: open a high-stakes partner call, state its purpose, and set a time boundary.
- Suggested activity: separate facts from assumptions, clarify an issue, and confirm a management decision.
- Suggested activity: verify authority, protect sensitive information, and escalate a difficult conversation.
- Suggested activity: delegate an action, create a handover note, and track closure.

## **FAQs**

### **Who suits executive telephone etiquette and sensitive-calls training, and what does it assume?**

Managers, executives, department heads, and senior professionals who conduct consequential business calls suit the training; it assumes regular responsibility for decisions, relationships, or sensitive information.

### **How does executive telephone etiquette differ from receptionist call-handling training?**

Executive telephone etiquette concentrates on decision-oriented structure, authority, sensitive information, delegation, handovers, and follow-up rather than routing, holds, transfers, message taking, or front-desk procedures.

### **How should executives structure a high-stakes telephone call?**

Executives should define the purpose, state relevant context, set a time boundary, clarify issues, confirm decisions and actions, identify unresolved points, and close with a follow-up route.

### **How should managers protect confidentiality during sensitive telephone calls?**

Managers should verify identity and authority, control the environment, limit disclosure to necessary information, avoid sensitive voicemail details, record agreed actions, and escalate uncertainty before continuing.



## **How can managers confirm decisions and delegated actions by telephone?**

Managers can summarize the decision, name each action owner, confirm the expected result and deadline, identify dependencies, state the follow-up channel, and record unresolved points.

## **Conclusion**

Participants take back an Executive Call Control Toolkit containing purpose frames, voice guides, listening grids, disclosure checks, decision loops, delegation briefs, handover notes, and follow-up logs. It changes improvised high-stakes calls into structured conversations with controlled information and explicit action. The toolkit supports reliable decisions, accountable delegation, and traceable closure.