



Executive Telephone Etiquette and Sensitive Calls Training Course

21 – 25 March 2027
Nairobi

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Ref: 738_156295 **Date:** 21 – 25 March 2027 **Location:** Nairobi **Fees:** 4500 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.