



## Ignite your Telephone Etiquette

*Do you want to be more efficient and productive on the telephone?*

*Do you need tools to use the telephone more effectively?*

**If you have answered "yes" to any of these questions...**

Then send your team on our 1-day, training course. To improve efficiency and work productivity over the telephone.

**TARGET GROUP:** *All staff*

### **Content**

- ✓ Improved communication
- ✓ Develop practical telephone skills
- ✓ Improve efficiency over the phone
- ✓ Establishing rapport over the phone
- ✓ Professionalism and optimistic attitude on the phone
- ✓ Module can be tailored to include sales over the telephone

**Improve your phone efficiency - communicate effectively**

**SACHA TRAUB**

Ignite Business Services  
(DN 1230/02/11/05)