

Training Plan - One Day Program on Telephone Etiquette

Topic	Time	Training Methodology	Focus Areas	Activity
Introduction & Expectation Setting	9.30 am - 10.00am	Interaction	<ul style="list-style-type: none"> o Introductions o Setting Expectations 	
5 phases of a call	10.00 am - 11.30 am	ILT and Activity	<ul style="list-style-type: none"> o Opening o Needs Identification o Collection/verification of information o Providing information/potential solutions o Closing and next steps 	Activity: Role Play
Tea Break: 11.30am - 11.45 am				
Using PICTURE	11:45 - 1:00 pm	ILT , Activity and Video	<ul style="list-style-type: none"> P – Pitch I – Inflection C – Courtesy T – Tone U – Understanding R – Rate of Speech E – Enunciation 	Activity: Reading Video: Scent of a woman Video: My Fair Lady
Lunch: 1.00 pm - 1.45 pm				
Non Verbal Communication	1:45 pm - 2:15 pm	ILT, Activity	<ul style="list-style-type: none"> o Using non-verbal encouragement over the telephone o Tips on body language over the telephone 	Activity: Role Play
Spoken communication	2:15 pm to 3:15 pm	ILT and Activity	<ul style="list-style-type: none"> o Improving the effectiveness of communication o Structure of communication o Questioning techniques <ul style="list-style-type: none"> • Open ended questions • Close ended questions • Multiple questions • Leading questions 	Activity: Role Play
Tea Break 3:15 pm to 3:30 pm				
Spoken communication	3:30 pm to 3:45	ILT and Activity	<ul style="list-style-type: none"> o Improving the effectiveness of communication o Structure of communication o Questioning techniques <ul style="list-style-type: none"> • Open ended questions • Close ended questions • Multiple questions • Leading questions 	Activity: Role Play

Listening Skills	3:45 pm to 4:30 pm	ILT, Activity and Video	<ul style="list-style-type: none"> o Passive Listening o Active listening o Reflective Listening 	Video: Rush Hour Activity: Role Play
Dealing with different kinds of customers	4:30 pm to 5: 15	ILT, Video and Activity	<ul style="list-style-type: none"> o Angry customers o Talkative customers o Gatekeepers o Customers who are not interested o Customers who are pressed for time 	Video: Handling Irrate Customers Activity: Role Play
Wrap Up & Action Planning	5.15 pm - 5.30 pm	Interaction		