



Email and Telephone Etiquette

Course Outline



Your business outcomes are our priority. Proving impact in real time.

Aim

To supply the learners with the necessary knowledge and confidence, enabling them to conduct professional and accurate e-mail and telephonic support. This workshop is relevant to all employees.

With the advent of the social media wave, our organisations are represented on many forums via the written word and telephonic media.

What Others Had to Say About this Course...

Trainer kept everyone's attention from start to finish.

– Michael, Armscor

Who Should Attend this Course?

This course will benefit all staff.

Outcome

The learners will be able to deliver a professional image to their clients.

Duration: 3 Hours

Content

Topic	What You Will Learn
Keeping Your Email to the Point	• Reading with the view to understanding • Responding with an eye to detail
Formatting for Easy Reading	• Using paragraphs • Using bullet points
Using Attachments	• Naming of the files • Attaching in the correct order • When to attach and when not
Getting the Right Tone to your Correspondence	• Know your audience • Know your company values and approach
Writing in Plain English	• Simplify your language • Do not use jargon
Common Errors	• A list of common errors to look out for
Telephone Etiquette	• Greeting, tone and solution orientated
Follow Through	• Using technology for reminders

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

<u>Enneagram Group Coaching Journey</u>	<u>Enneagram: Insight to Action</u>
---	---