



## Workshop Telephone Etiquette

NQF:	Level 0
SAQA ID:	None Accredited
DOL:	None Accredited
Credits:	0
Duration:	2 (Two) Days.

### Purpose of Qualification:

This workshop is designed for people to communicate information efficiently and efficacy via voice communication.

During this workshop skills regarding the proper communicative processes will be shared.

### Programme Outline:

- Types of communication
- Developing language skills
- Effective communication
- Do's & Don'ts of phone calls
- Conflict handling

### Admission Requirements

- None.

### Learning Outcomes:

- Effective Language skills
- Types of communication
- Receive information
- Analyse information
- Present information
- Conflict handling
- Types of customers

### Assessment Structure

To complete the programme successfully, and be awarded a certificate, learners must be found competent in all aspects of the relevant student handbook.

