Macrosoft

Vzdelávanie s trvalým efektom

DOCUMENT

Course syllabus

CATEGORY

Communication skills

TRAINING FORMAT

In Bratislava or online with a lecturer

PRICE EXCL. VAT

195,00 €

PRICE INCL. VAT

239,85 €

including 23 % VAT

PDF SYLLABUS

Professional Telephone and E-mail Communication

Clear overview of course topics, training scope and key information.

The Telephone and E-mail Communication development training in the environment of communication media is intended to develop professional communication skills for managers, salespeople, operators, marketing employees, assistants and everyone who uses a telephone and e-mail in their work. The course is focused on professional handling of various predictable and unpredictable situations with the aim of achieving desired results and goals in communication through communication media.

COURSE CONTENT

01 **How to Communicate Through Media, Options, Advantages and Disadvantages**

02 **Processes of Communication by Telephone and E-mail**

03 **How to Achieve the Desired Communication Effect**

structure of a telephone approach, techniques of effective telephoning (providing information, identifying needs, engaging the partner), conclusion of a telephone conversation and evaluation of the call, creation and structure of an effective message, convincing message in four steps

04 **Resolving Critical Situations During Telephoning**

managing the conversation, handling communication with different personality types, using tone and pace of speech, motivating the partner

05 **Security of Telephone and E-mail Communication, Risks and Their Elimination**

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06 Ethical and Legal Restrictions of Telephone and E-mail Communication

07 Professional Telephoning

Structure of a phone call (introduction, conversation, conclusion) Structure of introducing yourself, Most common mistakes in a telephone conversation, Preparation for telephoning: arguments, questions

08 Telephone Conversation

Typology of callers, Ways of dealing, Communication styles, Negotiation techniques for a telephone conversation, Non-verbal communication during telephoning

09 Conclusion: Summary, Motivational Phrases, Farewell

Paraphrases and summaries, Motivational phrases, Reference to activity after the conversation ends, Evaluation of the phone call

10 Professional E-mail Communication

Rules for writing messages, Instructions and practice of techniques for writing effective e-mails, Most common mistakes when writing messages, Recommendations for compiling message structure

11 Resolving Crisis Messages

Providing information by e-mail, Complaints and claims

This document serves as an informational overview of the course syllabus. Current dates, venue and availability are listed at Macrosoft.sk.

https://www.macrosoft.sk/en/courses/professional-telephone-and-email-communication-i