

Telephone Etiquette

Proper Aspects of Telephone Etiquette

Every environment we enter requires a different form of 'language'. For instance, we wouldn't enter a team meeting with the same type of language we may use in the break room. The same is true for the telephone. Telephone language is different than our everyday language and can take some time to get used to its flow. But with the right tools, it can be easy to adapt in no time.

Training Employees

While having good telephone etiquette is beneficial, it will not do any good if it is not taught to the rest of the team. It is important to the company's success that every employee is properly trained and able to demonstrate telephone etiquette before being let loose on the telephone. Every employee learns differently, so it's helpful to have several methods available to allow employees to adopt these skills.

Handling Inbound/Outbound Calls

For many companies, inbound calls are a major part of the business. Customer call into the company for orders, consultations and even seeking general information. Inbound calls can seem intimidating at times since many times we don't know who is on the other end of the line. But knowing the right tools, such as a proper greeting and key phrases, can help the telephone operator through any situation.

Outbound calls can be some of the hardest types of calls to make. They require the caller to be well prepared and be able to keep the 'target' engaged while trying to deliver a point. Feeling such as nervousness and a fear of rejection can make these types of calls seem daunting to anyone. But with some helpful techniques and a little practice, the caller will have no problems picking up the phone and dialing a number.