



**“Shedding
Light
on Skills
Development”**



Kwelanga

TRAINING

engage | inspire | elevate

Telephone Excellence (2 Days)

A Specialised Kwelanga Training Programme

INTRODUCTION

The Telephone Excellence programme covers all key aspects of proper conduct and practices in the reception area and equips front-line telephonists with the practical skills to operate productively and efficiently in this environment. This workshop is also designed to encourage new and experienced front-line staff to interact, and to discuss the challenges of their position, solve problems and enhance their motivation and commitment to this critically important role.

TARGET AUDIENCE

A universal, essential skill for all employees. Professional telephone skills whether outbound or inbound are key to client development and retention.

COURSE CONTENT

Effective Telephone Etiquette

- Telephone etiquette principles
- Open communication
- Discretion and confidentiality
- Please hold!?

Answering the Telephone

- Promptness
- Greeting your caller

Processing Incoming Calls

- Call is re-directed
- Handling multiple calls at once
- Calls screening
- Taking messages
- Asking for help

Processing Outgoing Calls

- Outgoing calls

A Way Forward – Personal Elevation Plan

TRAINING METHODOLOGY

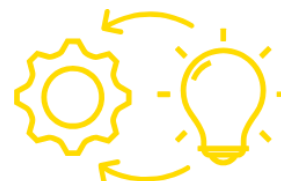


Our training methodology is designed with a core focus: to ensure that the knowledge acquired translates into tangible results, adding substantial value and visibly improving performance within the workplace.

We employ an outcomes-based approach, fostering active engagement through highly interactive, facilitator-led sessions.

WHAT WE OFFER

- Public Courses vs Closed Group Training
- Face-To-Face Training (F2F)
- Virtual Instructor-Led Training (VILT)
- Customisation
- Impact Compass
- myQuest LMS



POST COURSE ASSISTANCE

Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can ‘Contact the Coach’ for support, Information or assistance with additional questions regarding the application of theory covered during the course.



Personal Elevation Plan – Bridging the Gap from Training to Workplace Application

The Personal Elevation Plan isn’t just a takeaway – it’s a structured, practical guide that helps delegates seamlessly transition their learning into real-world action.



Sustained Development and Accountability: By tracking progress and engaging with their managers, delegates stay committed to their growth, making learning an active part of their professional journey.

A Tool for Measurable Impact: Rather than training being a one-time event, this plan enables organisations to see tangible results by embedding new skills into everyday work.

A Catalyst for Meaningful Conversations: Ideal for one-on-one coaching and performance discussions, the plan encourages ongoing development dialogues between delegates and their managers

OUR COMMITMENT TO YOU ...

Kwelanga Training’s Commitment

*To develop and inspire each individual to be the best that they can be.
To assist clients in the transfer of skills and positive behaviour change.*