

PERSONALITY ENHANCEMENT TRAINING

Social Etiquette Skills: Telephonic

Master professional phone communication with confidence, clarity, and courtesy — the etiquette employers and clients expect.

3-Phase Program

Certified Trainers

500+ Students Trained

About the Course

In today's professional world, your voice often becomes your first impression. Whether you're speaking with recruiters, clients, colleagues, or customers, effective telephonic communication reflects your confidence, professionalism, and communication skills.

Many people feel nervous during formal phone conversations or struggle with tone, clarity, and handling difficult callers. This course is designed to help you communicate professionally over the phone, build rapport quickly, and manage every conversation with confidence.

Through practical exercises, role plays, and real-world scenarios, you'll learn how to structure conversations, improve voice quality, ask the right questions, and handle challenging situations professionally.

3

PHASES

5 Hrs

CONTENT

Live

INTERACTIVE

Yes

CERTIFICATE

Who Should Join

This course is ideal for students, fresh graduates, customer support professionals, sales executives, working professionals, and anyone looking to improve their telephonic communication skills. No prior experience needed.

What You'll Gain



Handle professional phone calls with confidence



Improve voice clarity, tone & speech delivery



Build trust with customers and clients

Course Structure

Phase 01 · Foundations of Professional Telephonic Communication

Build a strong foundation by understanding the complete flow of a professional phone conversation, including the PICTURE communication model (Pitch, Inflection, Courtesy, Tone, Understanding, Rate of Speech, Enunciation).

WHAT YOU WILL LEARN

- The 5 Phases of a Professional Call
- Opening the call professionally
- Needs Identification
- Information Collection & Verification
- Providing Information & Solutions
- Closing and Next Steps
- Pitch, Inflection & Tone (PICTURE model)
- Courtesy and Understanding
- Rate of Speech and Enunciation

Phase 02 · Voice Communication & Telephone Etiquette

Learn how to make your conversations more engaging through effective voice modulation, questioning techniques, and professional communication practices.

WHAT YOU WILL LEARN

- Voice-based encouragement techniques
- Body language that positively influences your voice
- Building confidence while speaking
- Structuring conversations effectively
- Improving clarity and confidence
- Open-ended questions
- Closed-ended questions
- Multiple questions
- Leading questions

Phase 03 · Customer Handling & Advanced Telephonic Skills

Develop advanced communication skills for handling different caller personalities and professional conference calls with confidence.

WHAT YOU WILL LEARN

- Managing angry customers
- Managing talkative customers
- Handling gatekeepers
- Uninterested customers and time constraints
- Improving conversation flow
- Effective questioning methods
- Ground rules for conference calls
- Professional introductions on calls
- Punctuality and meeting etiquette
- Proper use of the Mute function

What Students Say

"The role-play sessions helped me overcome my fear of speaking on professional calls. I now communicate much more confidently during client meetings."

Neha Gupta

Customer Support Executive

"This course completely changed the way I handle HR interviews and office calls. The practical techniques were easy to apply."

Rahul Verma

Software Engineer

Frequently Asked Questions

Do I need prior experience?

No. The course is suitable for beginners as well as experienced professionals.

Will there be practical sessions?

Yes. The program includes live role plays, mock calls, voice practice, and feedback sessions.

Can this course help with interview preparation?

Absolutely. The course improves communication, confidence, and professional telephone etiquette, valuable during HR interviews and recruiter calls.

Will I receive a certificate?

Yes. Participants receive a Certificate of Completion after successfully completing the training.

Ready to Communicate with Confidence?

+91 9036111000 | groomxfa@gmail.com | groomxfinishingacademy.com