



Increasing Customer Service Communication

**Session 2:
Phone Etiquette**



Vision

Is to provide all Manitobans access to the Essential Skills knowledge and training required to determine and pursue their goals related to learning, the workplace, and life.



Workplace Education Manitoba would like to express appreciation to the following for supporting the development of this Continuous Learning Skills curriculum:

Employment and Social Development Canada (ESDC) and Manitoba Education and Training

This project was jointly funded through:

Human Resources Skills Development Canada and Entrepreneurship Training and Trade.

Which Essential Skills are we covering today?



- Reading
- Document Use
- Numeracy
- Writing
- Oral Communication
- Working with Others
- Thinking
- Computer Use
- Continuous Learning

WEST CENTRES

- Winnipeg
- Winkler
- Flin Flon
- The Pas
- Swan River
- Thompson
- Brandon
- Steinbach
- INTERLAKE- SELKIRK

<https://wem.mb.ca/interlake>



Objectives



- **Increase confidence with proper phone etiquette.**
- **Utilize effective communication with customers over the phone.**
- **Recognize communication styles and modify for the customer.**
- **Understand proper workplace phone conversation.**
- **Understand basic email etiquette in the workplace.**



Do you remember when you first learned to answer the telephone?



“A client's first impression of your company is often over the phone.”

-Business News Daily

Do you answer the phone differently at home vs. work?





Automation vs. Real person

Press 1 for...
Press 2 for...
Press 3 for...



If the
customer can't
see us face to
face...

What do you think is important in our
communication over the phone?



Phone Etiquette Rules

In the Workplace

#1

Answer Calls Promptly

Every phone ring is equal to six seconds



#2

Speak Clearly and Professionally

Your voice is the only thing that is connecting you to the customer at this point.



#3

Introduce Yourself Immediately

Creates a Personal Connection





Let's
practice...



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Have you had
a negative
encounter on
the phone?

Phone Etiquette Don'ts



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Don't Rush the Caller

- Do not interrupt a complaining customer.
- Listen to the whole problem, the whole story so the customer feels taken care of.

Phone Etiquette Don'ts



Quiet Please

Don't Allow Interruptions

You can also inform all your colleagues not to interrupt you whenever you are on the phone.

Phone Etiquette Don'ts



Don't Lack Confidence

- A voice that displays confidence will have an advantage over a weak tone by commanding more attention, trust, and minimizing interruptions.

Phone Etiquette Don'ts



**Avoid using speaker phone
when not necessary**

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Phone Etiquette Don'ts



**Do not pretend you know the
answer**

Have you had a positive phone experience?



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#1



Equal tone and volume

Be sensitive to your Tone

#2

Use proper language.



#3



Stay positive and cheerful

Smile when talking on the phone.

#4

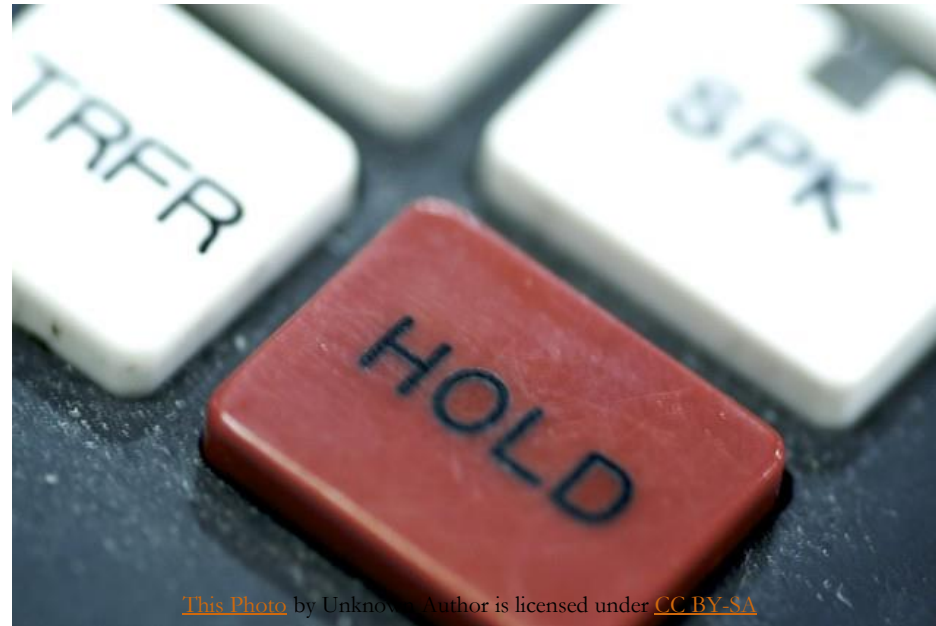


Actively listen & Take notes

Do not miss no important information.

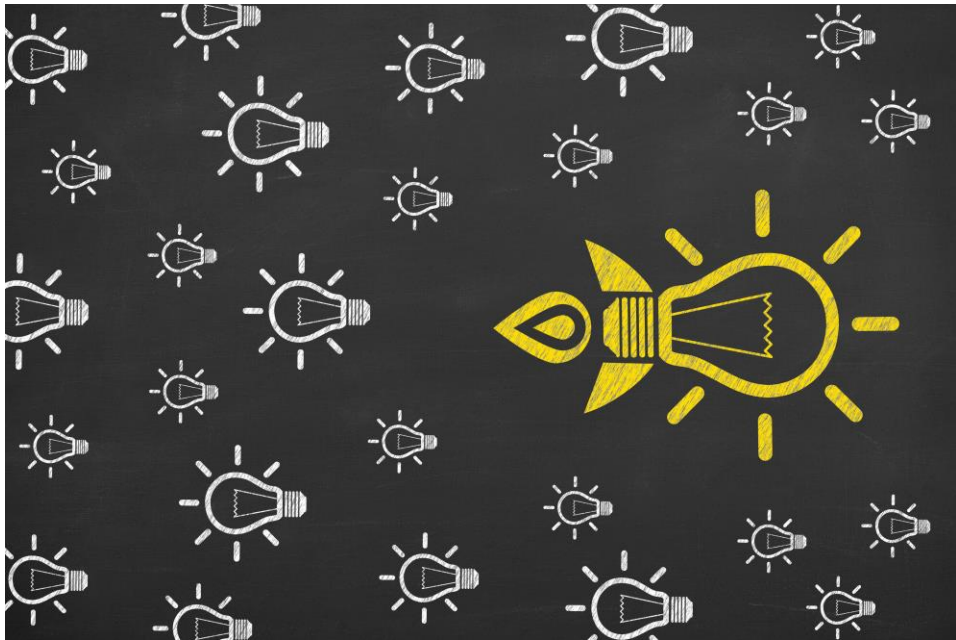
#5

Learn the hold button



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#6



Know how to transfer
the call.

#7

Keep your customers
informed.



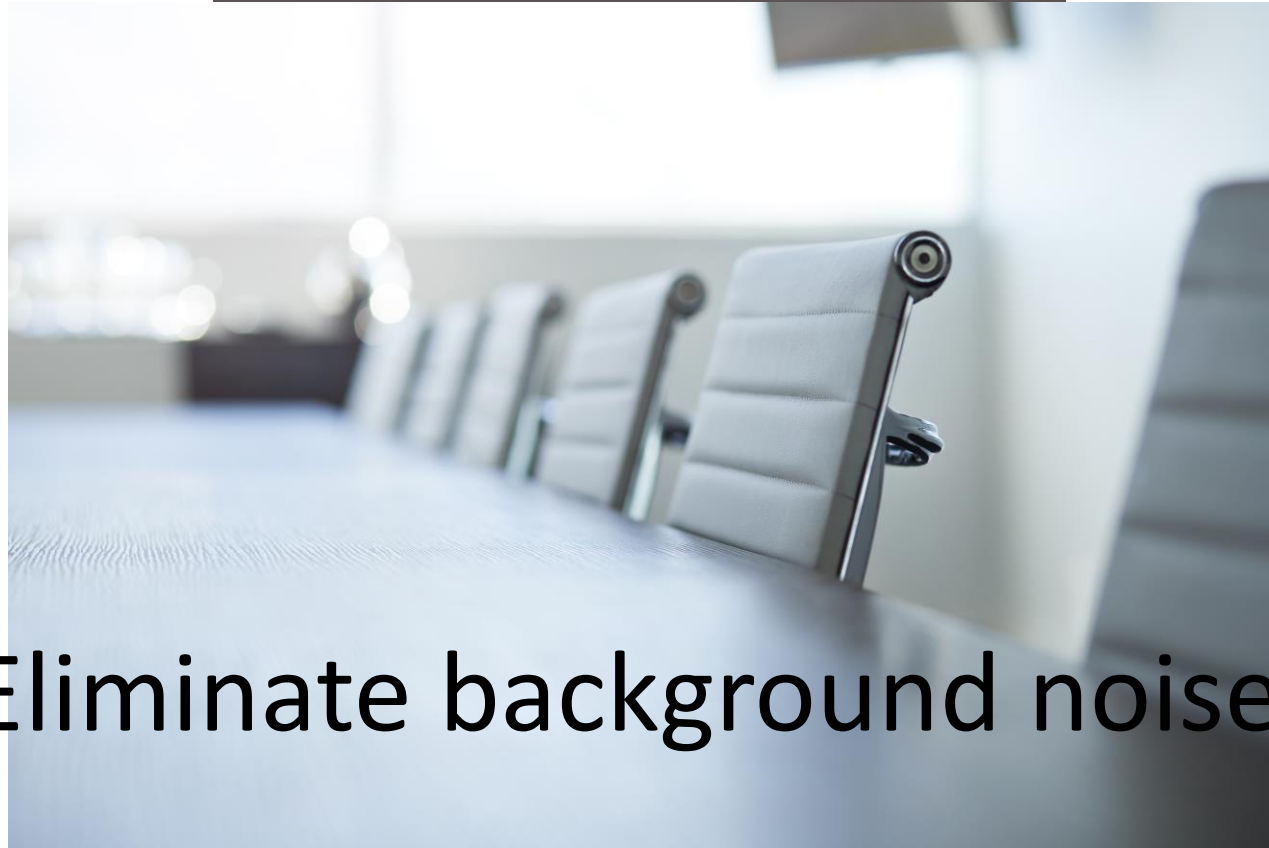
#8



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Learn how to handle angry and abusive people.

#9



Eliminate background noise.

How to improve?

- Be consistent
- Practicing as a team
- Modify to customer as needed
- Always end the call ensuring you have met the customer's need.



Let's
practice...

Email Etiquette





How does
your email
read?

Quick Tips

- **Know when to send an email.**
- **Have a solid/strong subject line.**
- **Watch your words.**
- **Write like an editor.**
- **Sending the email to the right person.**



Source: The Social Hire

Quick Tips

Respond to group emails appropriately.

Avoid using abbreviations.

Know your audience.

Watch your tone.

Signatures should be simple.



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Source: The Social Hire

Final Thoughts?





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