



Telephone Etiquette

SEHG-SM-4850 · Business · approx. 7 min seat time · English · 100% online, self-paced

Accreditation & industry alignments: none verified on record — institutional accreditor mapping pending

COURSE DESCRIPTION

Sales & Marketing course covering telephone etiquette. Self-paced lessons with applied exercises.

WHO THIS COURSE IS FOR

Working professionals, team leads, and career-changers who want practical, job-ready Business skills — no prior coursework required. Teams and organizations can enroll groups for consistent, measurable upskilling.

WHAT'S INCLUDED

- 1 clock hour(s) of self-paced online learning
- 12 course modules
- 7 instructional videos — 7 minutes of total video runtime
- This syllabus (PDF), downloadable for reference
- Official SEHG Certificate of Completion upon finishing the course
- Language editions: English · Español

Delivered 100% online and self-paced in the SEHG learning platform. This section lists the materials currently delivered for this course.

MODULE MAP

- **Module 1 — Introduction**
 - Course Objectives
- **Module 2 — Aspects of Phone Etiquette**
 - Phrasing
 - Tone of Voice
 - Speaking Clearly
 - Listen to the Caller
- **Module 3 — Using Proper Phone Language**
 - Please and Thank You
 - Do Not Use Slang
 - Avoid Using the Term “You”
 - Emphasize What You Can Do, Not What You Can’t
- **Module 4 — Eliminate Phone Distractions**
 - Avoid Eating or Drinking
 - Minimize Multi-Tasking
 - Remove Office Distractions
 - Do Not Let Others Interrupt You
- **Module 5 — Inbound Calls**
 - Avoid Long Greeting Messages
 - Introduce Yourself

- Focus on Their Needs
- Be Patient
- **Module 6 — Outbound Calls**
 - Be Prepared
 - Identify Yourself and Your Company
 - Give Them the Reason for the Call
 - Keep Caller Information Private
- **Module 7 — Handling Rude or Angry Callers**
 - Stay Calm
 - Listen to Their Needs
 - Never Interrupt
 - Identify What You Can Do for Them
- **Module 8 — Handling Interoffice Calls**
 - Transferring Calls
 - Placing Callers on Hold
 - Taking Messages
 - End the Conversation
- **Module 9 — Handling Voicemail Messages**
 - Ensure the Voicemail Has a Proper Greeting
 - Answer Important Messages Right Away
 - Ensure Messages are Delivered to the Right Person
 - When Leaving a Message for Others
- **Module 10 — Methods of Training Employees**
 - Group Training
 - One-on-One Training
 - Peer Training
 - Job Shadowing
- **Module 11 — Correcting Poor Telephone Etiquette**
 - Screening Calls
 - Employee Evaluations
 - Peer Monitoring
 - Customer Surveys
- **Module 12 — Assessment**

COMPLETION & CERTIFICATION

Completion-based: a certificate of completion is issued after all course videos have been viewed.
The certificate of completion is non-credit. This course does not currently carry academic credit or CEUs.

OFFICIAL SEHG CERTIFICATE

Graduates receive the official Synergy University Education Certificate of Completion — issued by the Office of the Registrar with a unique credential ID, shareable to LinkedIn and verifiable online.

Every certificate carries a unique credential ID — verify at:

SynergyEducation.AI/verify

SUPPORT, ACCESS & POLICIES

- Support: CEO@SynergyEducation.AI
- Accessibility: ADA/WCAG 2.1 AA-first delivery; accommodations available on request.
- Academic integrity and refund policies: per SEHG student handbook.

Enroll Today

Tuition per learner (Essentials tier) — enroll online with the course code below.

\$49 · SEHG-SM-4850 · SynergyEducation.AI

Also available: instructor-led workshop kits for teams — in-person training agendas, playbooks, and facilitator materials built on this course. Contact CEO@SynergyEducation.AI.