

SEHG IN-PERSON WORKSHOP SERIES

Telephone Etiquette

Instructor-Led Workshop · Facilitator Kit

Complete facilitator kit for delivering the SEHG Telephone Etiquette workshop on site — training manual, instructor guide, slides, icebreakers, quick-reference sheets, and completion certificates.

WHAT'S IN THIS KIT

01 · Training Manual (participant workbook)

02 · Instructor Guide (facilitator script & timings)

03 · Icebreakers & Activities

04 · Presentation Slides

05 · Quick Reference Sheets (takeaway)

06 · Certificate of Completion

SEHG-SM-4850 · IN-PERSON WORKSHOP KIT

synergyeducationholdings.com

Telephone Etiquette

SYNERGY EDUCATION HOLDINGS GROUP · IN-PERSON WORKSHOP SERIES

About This Workshop

Proper Telephone Etiquette can facilitate great communication, inside and outside the office. It can be the special way that you show confidence in a challenging situation, or your pleasant day-to-day interaction with customers and co-workers alike. These and other events can become more easily managed with this great workshop. With our Telephone Etiquette workshop, your participants will begin to see how important it is to develop better telephone communication skills. By improving how they communicate on the telephone and improve basic communication skills, your participants will improve on almost every aspect of their career.

Workshop Objectives

- Recognize the different aspects of telephone language
- Properly handle inbound/outbound calls
- Know how to handle angry or rude callers
- Learn to receive and send phone messages
- Know different methods of employee training

Format & Delivery

- Instructor-led session, delivered on site or SEHG-hosted
- Includes participant workbooks, activities, and takeaway reference sheets
- Every participant receives an SEHG Certificate of Completion
- Pairs with the SEHG online Telephone Etiquette course for pre-work and reinforcement

Preparing & Delivering the Workshop

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Before the Workshop

- Review the Instructor Guide end to end — timings, scripts, and activity setup
- Print one Training Manual and one Quick Reference Sheet per participant
- Load the Presentation Slides and test the projector, audio, and clicker
- Choose 1–2 icebreakers from the kit that fit the group size and room
- Prepare blank Certificates of Completion for sign-off at close

Checking Out the Venue

- Adequate seating with clear sight lines to the facilitator and screen
- Projector compatibility, cables, and extension cords tested in advance
- Lighting that lets participants see you, their notes, and the screen
- Space for group activities, plus a table for handouts and materials

Closing the Session

- Recap the workshop objectives and each participant's key takeaway
- Distribute the Quick Reference Sheet as the on-the-job takeaway
- Present the SEHG Certificate of Completion to each participant
- Point participants at the paired SEHG online course for reinforcement

Book this workshop

Contact your SEHG program advisor to schedule this workshop for your team, or add it to any SEHG learning program as the in-person option.

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Certificate of Completion

This certificate is proudly presented to

for successfully completing the SEHG in-person workshop

Telephone Etiquette

Awarded this ____ day of _____, 20__

Facilitator Name & Title



Synergy Education Holdings Group