



Corinium
Training

Writing a professional email and telephone manner

Duration: 1 day

Whose is this for?

Aimed at anyone who is mainly using the phone and email to deal with incoming requests from customers and wants to communicating more effectively and easily.

Content:

- Discuss and define what makes a message professional? What do we value and what annoys us when ur own experience of what we believe about organisations just from a few interactions
- Language, manners, expectations, inclusivity and culture – modern standards about respectful communication
- Taking the incoming message and breaking it into content and emotion and clarifying (if necessary) what is being asked for (knowing this is very helpful in making a complaint that results in action.)
- Email dos and don'ts to be clear and concise
- Phone dos and don'ts to ensure the right feeling as well as the right information lands
- Sample tricky messages and a phone game to demonstrate and practice new skills.

Delivery:

We can deliver this course either on a 1:1 or Group basis with a choice of virtual or face to face delivery (we can even tailor the content to suit your culture, values, branding etc)