



## **Course Name: Telephone Communication**

Module CA-1: Computerized Accounting

### **Course Description:**

The student will learn to communicate effectively and gain the necessary communication skills by improving their Reading, Writing, Listening and Speaking Skills. Through the program, they will understand the concept of effective communication, both face to face or on the telephone and perform appropriately in role-play situations.

### **Course Length: 21 hours**

### **Text Book**

- Communication Skills That Work by Wendy Stein, Book One
- A Functional Approach For Life & Work by Wendy Stein Book Two
- Professional Telephone Skills by Debra Smith
- Make Every Call More Positive & Productive by Debra Smith, Career Tract Publication

### **Method of Evaluation**

- Presentation 10%
- Participation 40%
- Assignment 10%
- Exam 40%
- You must achieve 65% on the final exam

### **Course Objectives: Knowledge**

1. Active Listening
2. Telephone Skills: Active Opening, Paging and Closing Telephone Conversations
3. Message taking, Different style of Message Pads, Telephone Conversation
4. Meridian Switchboard & Operation
5. Telephone Etiquette (the "7C")
6. Reception Desk functions

### **Course Objectives: Skills**

The graduate will have gained skills required to successfully complete reception tasks and have excellent workplace communication skills

1. Effective listening
2. Ability to communicate on the phone and in person
3. Ability to compose messages
4. Ability to compose messages both incoming and outgoing

The graduate will be able to operate a multi-line switchboard

1. Able to answer, park, page and transfer calls
2. Able to handle multiple calls at the same time
3. Confident in the use of English language and able provide information to callers

## Curriculum Outline

<b>Week 1</b>	<ol style="list-style-type: none"><li>2. Introduction: Communication and Strategies</li><li>3. Ways to become Active Listener</li><li>1. Listening and speaking practicum (assignment)</li></ol>
<b>Week 2</b>	<ol style="list-style-type: none"><li>3. Do's and DON'Ts of active communication</li><li>4. Improving telephone skills</li><li>1. Message taking</li><li>1. Presentations (Impact Stories)</li><li>2. Introduction to Meridian Switchboard</li><li>2. Final Exam</li></ol>
<b>Week 3</b>	
<b>Week 4</b>	
<b>Week 5</b>	

### Instructor Information:

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_