



Telephone Etiquette: Improving Your Telecommunications Skills

The Los Angeles County Learning Academy's *Telephone Etiquette: Improving Your Telecommunication Skills* is designed to help you develop service excellence through proper telephone etiquette. Your reputation for service depends on how you handle both incoming and outgoing calls. Find out what you can do to make a very good first impression with your customers, both internal and external. Improve your telecommunication skills as a front-line customer service employee, and discover ways of establishing rapport.

Michael J. Henry
Director of Personnel

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Who can participate?

County employees who interface with customers, including the public and other departments, are invited to participate in this workshop.

How often do I attend Class?

You will be scheduled to attend one 4-hour workshop.

What do I gain from attending this workshop?

This workshop will provide you the means of developing telecommunications skills that will prepare you to face challenging situations at work.

It will enable you to:

- ❖ See things from the point of view of the caller.
- ❖ Be more prepared in receiving and placing calls.
- ❖ Communicate better by improving your listening skills and speaking more clearly on the telephone.
- ❖ Handle messages more effectively.
- ❖ Screen calls more effectively.
- ❖ Use the appropriate tone of voice and use the right phrases.
- ❖ Learn how to identify appropriate and inappropriate behavior on the telephone.
- ❖ Learn from the experience of others.

Gain these and many more just by attending this four-hour workshop!

How much will it cost me?

There is no cost to you for registration, handouts, and materials. The cost to your department will be to allow you to attend the workshop during work hours.

This workshop is sponsored by Service Employees International Union (SEIU) Local 721 Joint Labor-Management Committee.

Workshop Information

This workshop focuses on the critical soft skills that will enable you to use the telephone to communicate more effectively in a diverse workplace such as the County of Los Angeles.

This workshop will include discussions on:

- ❖ County Policy
- ❖ Answering the Telephone
- ❖ How Information is Perceived
- ❖ Telephone Skills
- ❖ Talking Techniques
- ❖ Telephone Messages
- ❖ Working with Voicemail
- ❖ Handling Irate Callers
- ❖ Screening Calls
- ❖ Phrases to Avoid

How do I apply for this workshop?

1. Complete the Registration Information.
2. Sign your name on the space provided.
3. Have this form signed by your supervisor.
4. Submit this form to your department training coordinator or personnel officer.

Survey

These classes will be held at various locations throughout Los Angeles County. Please select from the list below all the options that would be most convenient for you. Every effort will be made to place you in the location that you have selected; however, classes will be established based on the survey results.

Locations:

- Los Angeles Area
- East Los Angeles Area
- San Fernando Valley
- South Bay Area

Times:

- 8:00 a.m. to 12:00 p.m.
- 1:00 p.m. to 5:00 p.m.

Days:

- Tuesday
- Wednesday
- Thursday

For additional information, please call:

Sarah Rivanis

Email: srivanis@hr.lacounty.gov

Voice: (213) 738-2129

Fax: (213) 738-6061

Registration Information

Please type or print clearly

Name _____
Last First MI

Employee No. _____

Department _____

Current Position _____

Payroll Title (if different) _____

Item Number _____

Home Address _____

Home Phone _____

Work Phone _____

Fax _____

Required Authorized Signatures:

_____ Employee
_____ Supervisor
_____ Training Coordinator/Personnel Officer

Fax or mail this form to your Department Training Coordinator/Personnel Officer.

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Presented by the

Department of Human
Resources

and

Internal Services
Department

Sponsored by

SEIU Local 721 Joint
Labor-Management Committee