Course Description

Provides guidelines and techniques for communicating effectively on the telephone and for handling telephone problems efficiently, pleasantly, and constructively. Lecture 1 hour per week.

General Course Purpose

This course is designed to develop skills needed to communicate effectively over the phone. Emphasis is placed on communication skills, effective telephone usage, and basic information about telephone systems, equipment, and service.

Course Prerequisites/Corequisites

None

Course Objectives

Upon completing the course, the student will be able to:

- Understand how to handle various types of calls
- Develop an effective system for answering calls
- Develop the ability to use domestic and international services
- Learn how to organize and place outgoing calls
- Understand the basic concepts of telephone systems, equipment, and service

Major Topics to be Included

- Communicating on the telephone
- Handling incoming calls
- Making outgoing calls
- Listening skills
- Handling special calls
- Telephone equipment and services