



English Language Programme

Training: TELEPHONING



Audience. The program is designed for all people who need to develop their telephoning skills in English.

Outline. The students will learn how to leave and take messages, how to exchange information, discuss documents, work with complaints/problems and discuss important business issues on the phone.

Learning process. The program is an intensive training on telephoning. Each module includes acquiring polite phrases for opening, continuing, ending the conversation, leaving messages, discussing problems on the phone etc. Role-playing of different situations and analyzing the conversations is widely practiced during the course. At each lesson students receive a folder with all necessary materials for future reference.

Group size: 6 people.

Course duration: 5 lessons (10 academic hours).

Price: look [here](#) (in Ukrainian)

THE PROGRAMME

MODULE ONE. LEAVING A MESSAGE.

In this module students get acquainted with the polite language of leaving and taking messages for and from other people. In addition they learn correct spelling of the words, complex numbers, and links as well as e-mails. Intensive practice on leaving and taking messages is included.

Module length – 1 lesson.

MODULE 2. EXCHANGING INFORMATION.

How to exchange information on the phone. Polite phrases for getting through to someone and for contacting some people. The students learn how to inform different facts the other person, how to check understanding. Students will also acquire polite phrases for information getting and checking. Students will also practice conversations on the topic.

Module length – 1 lesson.



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MODULE 3. DISCUSSING SALES FIGURES. WORKING ON THE DOCUMENTS.

How to inform the other people on the phone. How to discuss documents and sales figures on distance. Polite phrases and practice of the phone conversations are included.

Module length – 1 lesson.

MODULE 4. DEALING WITH COMPLAINTS AND PROBLEMS ON THE PHONE.

How to work with difficult callers and help them solve their problems. Students also learn useful phrases for working with complaints and problems.

Module length – 1 lesson.

MODULE 5. SUMMARY.

In this module students sum up all the learnt information on the telephoning. They practice different types of telephone conversations and analyse them to see the areas to work on.

Module length – 1 lesson.

Good luck!

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