



## Learning Unit *Communication*

### Learning Outcomes

In this lesson, it is important that the participants to deal with the topic 'communication' and learn strategies good and conflict-solving communication.

### Target Group

This learning unit is aimed at all participants who communicate internally (for example with colleagues) or externally (for example with customers).

### Content of Learning Unit

1. (Conflict-solving) Communication strategies
2. Learn and practice telephone service

### Application Task

#### 1. Conflict-solving communication strategies

(How do I formulate a concern, question, or problem respectfully and without offending anyone?)

#### 2. Telephone Service

##### a) When you answer a call....

How do you answer the phone?

- Name of the institution
- Name of the person who picks up the phone
- Friendly greeting

What do you do when you don't know what to do next?

- Say it is not your responsibility
- Pass the call on to the group leader
- "One moment please" and ask someone who knows
- Ask that the caller will answer you again at a later point in time
- Offer to contact you again at a later date (ask for phone number and write it down!)

What do you do when you have to do something?

- take notes

How do you make sure you don't forget the information from the phone call?

- take notes
- Use the symbol board

How do you say goodbye

- Thank you
- Friendly goodbye

##### b) When you call someone ...

How do you answer the phone?





- Name of the institution
- Name of the person who picks up the phone
- Friendly greeting

How do you formulate your request?

- "I'm calling because ... / at ..." "I would like to ..."

How do you make sure you don't forget the information from the phone call?

How do you say goodbye?

## 2.2 Practice telephone service using example situations

The participants are presented with various initial situations in which a customer expresses a concern. It is the task of the participant to respond to the request in a friendly and technically appropriate manner.

Material: pen, notepad, calendar of events, tickets

## Assessment of Work Performance

The participants ...

- know how a concern, question or problem can be formulated in a respectful and friendly manner.
- know the basics of telephone service and can apply them.



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