



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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