

Professional Telephone and Virtual Meeting Etiquette

Office Administration

Course Overview

Telephone and Virtual Meeting Etiquette: a 5-day professional training course from LTC Consultants, delivered in-classroom across Africa and live online.

What You Will Achieve

- Explain the core principles and current good practice in Telephone and Virtual Meeting Etiquette
- Apply practical tools and techniques for Telephone and Virtual Meeting Etiquette in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Telephone and Virtual Meeting Etiquette in practice
- Build a personal action plan to implement what you have learned

Who Should Attend

Executive assistants, office managers, administrators, coordinators and support professionals who keep organisations running.

Course Outline

1. Foundations of Telephone and Virtual Meeting Etiquette: principles, terminology and context
2. The business case: why Telephone and Virtual Meeting Etiquette matters to performance
3. Core tools, frameworks and methods
4. Applying the tools: guided case study and exercises
5. Common pitfalls and how experienced practitioners avoid them
6. Working with stakeholders: communication and influence
7. Measuring results and continuous improvement
8. Personal action planning and course review

Upcoming Dates and Fees

DATES	VENUE	FEE (PER DELEGATE)
21 to 25 Sep 2026	Harare	\$1,650
28 Sep to 2 Oct 2026	Cairo	\$1,450
12 to 16 Oct 2026	Online	\$700
26 to 30 Oct 2026	Windhoek	\$1,395
2 to 6 Nov 2026	Dar es Salaam	\$1,395
16 to 20 Nov 2026	Gaborone	\$1,450
23 to 27 Nov 2026	Kigali	\$1,550
7 to 11 Dec 2026	Cape Town	\$1,550

LTC Consultants

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Every delegate receives a Certificate of Attendance. Group and in-house rates available on request.