Professional Telephone and Virtual Meeting Etiquette

Office Administration

Course Overview

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

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)
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**

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