

Promotional: WA: Telephone Etiquette

****You MUST print this for Continuing Education purposes and keep with your certificate of completion.**

Requirements:

For successful completion of this educational activity and receipt of 0.5 contact hour(s), the learner must:

1. Participate in 30 minutes of continuous learning.
2. Complete a quiz with a minimum score of 80%.
3. Complete an evaluation form.

Educational activity description:

The telephone is a very important tool that is used daily in healthcare settings to relay information. This educational activity reviews standards for telephone communication that promote customer satisfaction.

Target audience:

The target audience for this educational activity is all staff in the healthcare setting. This is an introductory level educational activity. Information is geared to practitioners with little or no knowledge of the subject matter. The focus is on providing general introductory information

Learning outcome:

At the completion of this educational activity, the learner will be able to demonstrate knowledge about telephone etiquette by passing a quiz with 80% or greater accuracy.

Learning objectives:

At the completion of this educational activity, the learner will be able to:

1. Identify three (3) common rules of proper telephone etiquette.
2. Identify three (3) guidelines for putting someone on hold.
3. Identify two (2) strategies for creating a professional voicemail.

Author:

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Don is the founder and CEO of Christians Caring for Creation, Inc. and currently serves as Adjunct Professor of Religion at Lenoir-Rhyne University. Prior to that he served for 35 years in pastoral ministry in Virginia and North Carolina. He earned a Doctor of Ministry degree from Columbia Theological Seminary (PCUSA), a M.Div. from Southeastern Baptist Theological Seminary, and a B.S. degree in Mathematics from Campbell University. Don has authored several books in the fields of church history, spiritual formation, and children's religious education. He has recently served on the Board of Trustees for Campbell University in North Carolina and the Board of Directors for The Baptist Center for Ethics in Nashville, Tennessee. Don has spent many hours offering spiritual care in hospitals, hospice care facilities, nursing homes and assisted living facilities with many people he knew well or not at all, including his mother who lived for five years in such an environment.

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