



BLDE
(DEEMED TO BE UNIVERSITY)
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Placement Cell

Report of the Workshop on “Telephone Etiquettes”:

A workshop on “Telephone Etiquettes” was organized as part of the Pre-Placement Activity for students of Physiotherapy Course (2021 batch) on 9th October 2025 at Lecture hall no1, School of Physiotherapy. The workshop aimed to enhance the professional communication skills of students, focusing on effective and courteous telephone interactions which are essential in workplace environments. The workshop emphasized the importance of developing soft skills and professional behavior for career success. The resource person for the session, Dr. Siddaling Talikoti conducted an engaging and interactive session covering key aspects such as proper greetings, tone modulation, clarity of speech, message taking, handling difficult calls, and maintaining professionalism over the phone. In the session, the speaker emphasized the following topics,

1. What is Telephone Etiquette?
2. The importance of Telephone etiquette in the workplace.
3. Etiquettes to be implemented while Answering Calls.
4. Etiquettes to be implemented while Making Calls.
5. Etiquettes to be implemented while handling rude calls or impatient callers.
6. Etiquettes to be implemented while Placing calls on hold.
7. Etiquettes to be implemented while Transferring calls.
8. Etiquettes to be implemented while Taking messages.
9. Etiquettes to be implemented while Ending Calls.

Through practical demonstrations, role plays, participants gained hands-on experience in handling various telephonic scenarios, both in personal and professional contexts. The workshop also highlighted the common mistakes made during telephonic communication and ways to overcome them. The session concluded with an open discussion where students shared their learning experiences and clarified doubts. The workshop served as a valuable platform to prepare students for professional communication challenges in their future workplace.