

# *Effective* TELEPHONING

- UNIT 1 First contacts
- UNIT 2 The right person
- UNIT 3 An unexpected call
- UNIT 4 What's the message
- UNIT 5 Handling information
- UNIT 6 Communication breakdown
- UNIT 7 Making plans
- UNIT 8 Solving problems
- UNIT 9 Handling complaints
- UNIT 10 Closing a call

