Course Syllabus

Code - Course Title	**İLT230 - Effective Telephone Communication**
Course Type	IV. SEMESTER
Laboratory + Practice	1+1
ECTS	**3.0**
Language of Instruction	Türkçe
Course Type	Area Elective Courses
Course Instructor(s)	ÖĞR. GÖR. NERMİN ÇETİNÖZ

Mode of Delivery	Face-to-face education
Prerequisites	This course has no prerequisites
Courses Recomended	No recommended courses
Recommended Resources	OSKAY, Ü. (1999). İletişimin ABC'si. İkinci Basım. İstanbul:Der Yayınları.
Work Placement	nope

Course Syllabus

Weeks	Learning Outcomes	Topics	Teaching Methods
Week - 1		What is communication? What are effective communication techniques?	
Week - 2		What is the corporate image? How is it represented?	
Week - 3		The Importance and Basic Principles of Telephone Communication.	
Week - 4		Effective Listening and Comprehension Skills	
Week - 5		Midterm exam week	
Week - 6		Telephone Etiquette and Ethical Communication"	
Week - 7		Communication with Difficult People and Different Cultures	
Week - 8		Technology and Telephone Communication	
Week - 9		Stress Management and Self-Confidence	
Week - 10		Customer Feedback and Improvement	
Week - 11		Practicing telephone conversation scenarios through role-playing activities	
Week - 12		Self-Assessment and Development by Listening to Recordings	
Week - 13		General Review	
Week - 14		Final Exam	

Learning Outcomes

#	Learning Outcome
1	Explain the importance and basic principles of telephone communication
2	Practice proper telephone etiquette and ethical communication
3	Apply effective listening and comprehension skills during phone calls
4	Practice proper telephone etiquette and ethical communication
5	Communicate effectively with difficult individuals over the phone
6	Knows and can apply communication techniques used on the phone
7	Can remain calm and confident in difficult situations
8	Participate in role-playing scenarios and offer communication solutions.

Sustainable Development Goals

No content has been provided.

Course Theme

No content has been provided.

AKTS Workload

Activity	Duration (Hour)	Count	Workload
Teorik Derse Katılım	0	0	0
Sınıf Dışı Çalışma (Ön Hazırlık & Pekiştirme Amaçlı)	0	0	0
Ödevler	0	0	0
Proje - Rapor - Sunum Hazırlama	0	0	0
Ara Sınav Hazırlığı (sınav süresi dahil)	0	0	0
Final Sınavı Hazırlığı (sınav süresi dahil)	0	0	0
Uygulama (Laboratuvar, Müzik/Enstrüman Uygulaması, Atölye/Saha Çalışması vb.)	0	0	0
Staj Uygulaması	0	0	0
		Calculated ECTS	**0**

Assessment Method and Passing Requirements

No content has been provided.