

Professional voice over the phone workshop

Are you ready to learn more about how you can create a professional image over the phone?

The person who answers the call or makes the call is the first impression a client has of your company. 67% of people will call another company based on the interaction they have had with a person on the telephone. Can you afford to lose business due to incorrect telephone etiquette???

Only you can make the difference!

The purpose of this one day training course is to teach the skills required for communicating with confidence and professionalism, using the voice to the best of its abilities, while conversing over the phone. Empowering person to communicate effectively, clearly, and concisely on the telephone.

Maximum twelve delegates per workshop, this is due to the practical nature of the workshop and the personal interaction with every delegate. Individuals all have different needs.

Making a good first impression

How to appear professional and confident when speaking

Using the voice correctly when speaking

Dealing with irate callers

Listening skills

How to improve communication with superiors and colleagues

Working with a diary and saving time

Have a great attitude

Telephone etiquette

Voice and Pronunciation: a focus on the voice and its importance, we will look at pronunciation and neutralising accents, such as the influence of different languages, for example; Afrikaans and the various African languages

As well as speaking over the phone, where we rely completely on the voice

Dealing with difficult callers, taking messages and telephone etiquette

The delegates will also be presented with an audio training CD that is included in the workshop price.

The Professional Voice over the Phone Workshop, is a practical and informative workshop, that offers the delegate personal attention. It is a proven methodology that has been successfully implemented in numerous companies in South Africa, Namibia and Botswana. We limit the numbers on the workshops to fifteen due to the highly practical nature of the workshop, and the personal attention given to the individuals.

The workshop is facilitated by Marc Andrew, who has over twelve years on the telephone, establishing call centres, training call centre staff both in and out bound, and understanding the pressures that people experience on the telephone, both locally and internationally.

In house workshops are available for clients wanting to train six or more delegates. This format is more cost effective and the training more specific to the client.

Date: 23 January 2013

Time: 09:00 - 16:30

Venue: Kudu Khaya, Midrand

Cost: R 1 800.00

Date: 06 February 2013

Time: 09:00 - 16:30

Venue: Best Western - Cape Suites, Cape Town

Cost: R 1 800.00

Date: 20 February 2013

Time: 09:00 - 16:30

Venue: Kudu Khaya, Midrand

Cost: R 1 800.00

Date: 26 February 2013

Time: 09:00 - 16:30

Venue: V & A Guest House and Conference Center, Port Elizabeth

Cost: R 1 800.00

Date: 13 March 2013

Time: 09:00 - 16:30

Venue: Kudu Khaya, Midrand

Cost: R 1 800.00

Date: 25 March 2013

Time: 09:00 - 15:30

Venue: Fairways Lodge - Umhlanga, Umhlanga

Cost: R 1 800.00

For more, visit: <https://www.bizcommunity.com>