



TELECONFERENCING TECHNIQUES (TCGC)

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A great course for anyone...that wants to know how to teleconference.

Purpose:

This course is designed to give you everything you need to know to set up a teleconference call and have a successful, distraction free telephone conference. You will learn what it takes to communicate your ideas clearly and confidently, as well as listen skilfully to other are saying over the phone.

You will discover

- 10 tips for top teleconferencing
- Teleconferencing voice techniques
- The 5 types of calls
- Conference call checklist
- How to prepare for a call
- What to do after the call
- Getting your message across
- New listening skills

After this training session you should expect to feel a lot more confident in your ability to communicate effectively in meetings held over the phone.

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What you will learn:

Phone Speak - breathing, diction, vocal variety and projection- making what you say more powerful, persuasive, clear and interesting - so that others will understand you.

Listening Skills -how to listen to voices and read the hidden messages in vocal tones and expressions. And how to understand foreign accents.

Phone Etiquette - how to get a grip on your emotions and attitude so that you can work well with other people over the phone.

Duration of each session:	Training session (3 hrs) Full Day (8 hrs)
Participants:	Ideal number of participants: 6-12
Training Session:	\$2750 + gst (per group)
Full Day:	\$3800 + gst (per group)
Two day:	\$5700 + gst (per group)
Payment Accepted:	Cash Cheque Invoice AMEX VISA MC, BC
Location-Onsite or Offsite Venue-To be announced	Tapes/CDs and Work notes included

The Voice Business
www.voicebusiness.com
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To make booking	Call (02) 9957-4208
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