



CALL CENTRE SKILLS (CCGC) © Voice Business

A great course for Call Centre Staff and Telemarketers.

Purpose:

This course is designed to develop and foster good individual and team call centre communication skills. In this course you will learn what it takes to deliver great customer service through the phone. You will discover how the way you behave now may be helping or hindering the process of communication. We will take a good look at body language (even when you are sitting down) and how it is used to build rapport and good relationships. You will also listen to your voice and improve how you use it to communicate. Understanding how to get your message across to people in one-on-one personal interviews and telephone conversations will be covered in depth. After this training session you should expect to feel a lot more confident in your ability to communicate.

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What you will learn:

This is a workshop all about your voice. **In it you will learn...**

- **Call Centre Speak** - breathing, diction, vocal variety and projection- making what you say more thoughtful, powerful, persuasive and interesting-so that others can understand you.
- **Call Centre Movement** - how to move, gesture and use space effectively even when you are sitting down. Don't let your body tensions and bad posture undermine your message.
- **Call Centre Work desk** - how to organise yourself and your material and scripts properly for impact and well thought out communications.
- **Call Centre Attitude** - how to get a grip on your emotions and attitude so that you work well as an individual operator and as a member of your team. Feel confident and help others to work well too.
- **And much, MUCH more!**

Duration of each session :	Half Day (4 hrs) Full Day (8 hrs)
Participants:	Ideal number of participants: 6-12
Half Day:	\$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
Email us : bookings@voicebusiness.com

To make booking



Call (02) 9957-4208