



TELEMARKETING TECHNIQUES (TMGC)

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A great course for Call Centre Staff, Receptionists and Telemarketers.

Purpose:

Like it or not, the telephone is exceptionally useful. Especially for telemarketers. It is the dynamic mouthpiece that connects you and your company directly to people, places and profitable opportunities, providing you know how to use it. Sounding good on the telephone can well make the difference between a sale and a knock back, which naturally reflects in your ratings and the company's bottom line. Your voice is often the only part of you that the person at the other end of the line ever gets to meet. What does your voice say about you? What does your tone say about your company? Are you projecting the right image to get the sale?

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What you will learn:

This is a workshop all about your voice and the phone.

In it you will learn...

- The 5 qualities of a great telemarketer.
- **How to project a friendly and caring tone.**
- How to speak successfully with different types of people.
- **How to sound convincing, authoritative and persuasive.**
- How to get people to listen to you.
- **How to control the speed at which you speak.**
- What to listen for in other peoples' voices.
- **How to match your tone with theirs and masterfully lead them into listening to what you've got to say.**
- Breathing techniques to help you keep cool when the pressure "hots up".
- **How to deliver a clear message and get the results you want.**
- **And much, MUCH more!**

Duration of each session :	Half Day (4 hrs) Full Day (8 hrs)
Participants:	Ideal number of participants: 10 - 18
Half Day:	\$2750 + gst (per group)
Full Day:	\$3800 + gst (per group)
Two day:	\$5900 + 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