



THE TELEPHONE TONE (TTC) © Voice Business

Great for anyone...who wants to sound good on the phone.

Purpose :

Not a day goes by without a telephone being answered in the office somewhere. But how does your voice sound when you answer it? Do you project a professional image? The telephone is the dynamic device 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 make the difference between a happy and a disgruntled customer, which naturally reflects in your 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?


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What you will learn:

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

In it you will learn...

- How to project a friendly and caring tone.
- **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:	\$2200 + gst (per group)
Full Day:	\$3500 + 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