

TELECONFERENCING (WTC)



A great course for anyone...who 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.

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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.

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.

Course	Code	Duration	Location	Cost	Type
Teleconferencing	WTC	1 x 3 hr workshop	Australia-wide	\$2200	Group

Class Time:
Classes are available weekdays between
6.00am-6.00pm
Workshops are from 9.00am-4.30pm

Questions?
Email: courses@thevoicebusiness.com.au or
Phone: 1300 922 122
Website: www.TheVoiceBusiness.com.au

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CDs.Mp3 and Work notes included
Post Course Evaluation

A Certificate of Completion will be awarded to
each successful candidate.