

# TELEMARKETING TECHNIQUES (TMG)



A great course for Telemarketers.

**Purpose:**

The telephone is continuously evolving. From handheld to headset, 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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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.

Course	Code	Duration	Location	Cost	Type
Telemarketing Training-Half day Workshop	TTM-H	1 x 4 hr workshop	Australia-wide	\$2200	Group
Telemarketing Training-Full day Workshop	TTM-F	1 x 8 hr workshop	Australia-wide	\$3300	Group

Sydney	Melbourne	Brisbane	Canberra	Adelaide	Perth
Level 3, 66 Berry Street, North Sydney, NSW 2060	City Venue	City Venue	City Venue	City Venue	City Venue

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

Questions?  
 Email: [courses@thevoicebusiness.com.au](mailto:courses@thevoicebusiness.com.au) or  
 Phone: 1300 922 122  
 Website: [www.TheVoiceBusiness.com.au](http://www.TheVoiceBusiness.com.au)

Contact Head Office: The Voice Business,  
 Level 3, 66 Berry St, North Sydney,  
 NSW 2060, AU

CDs.Mp3 and Work notes included  
 Post Course Evaluation

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