

# THE TELEPHONE TONE (TTG)



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:

- 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!

Course	Code	Duration	Location	Cost	Type
The Telephone Tone-Half Day Workshop	TTT-H	1 x 4 hr workshop	Australia-wide	\$2200	Group
The Telephone Tone-Full Day Workshop	TTT-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.