



How to Talk with Confidence on the Telephone

Two Day Workshop

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Workshop Overview

Do you feel like diving under your desk when the telephone rings? Do you dread making those essential phone calls in English? Do you want to boost your confidence so that picking up that phone is never a problem again?

If you answered “yes” to any of the above questions this course is for you!

This workshop will teach you how to gain real confidence on the telephone. You will go through the fundamentals of making and receiving calls, focusing on the language you need to ensure your telephone calls are constructive and positive. The workshop focuses not only on key language and expressions, but also questioning and clarifying techniques, as well as effective use of the right tone to ensure you sound friendly, polite and overall make a positive, professional impression.

During this practical and engaging workshop you will participate in a range of group activities and roleplays and be given constructive feedback at every stage.

Requirements

- ✓ The workshop is aimed at participants with a B1-C1 level of English.
- ✓ Previous telephoning experience is not necessary.

We are flexible and can offer this workshop over two days or four half days.

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Content and Learning Outcomes

Content

Day One

- ✓ **Introduction:** Telephone skills basics.
- ✓ **Reasons for Calling:** Getting to the point succinctly.
- ✓ **Leaving and Taking Messages:** Review of clarification techniques and alphabet skills for spelling.
- ✓ **Making and Changing Appointments:** Suggesting and deciding on dates and times.
- ✓ **Polite Questions:** Uses of direct and indirect question forms.
- ✓ **Asking People to Wait:** Putting on hold and transferring calls confidently.
- ✓ **Exchanging Information:** Requesting and giving accurate information and checking details.
- ✓ **Ending the Call:** How to end on a positive and friendly note.

Day Two

- ✓ **Planning Your Call:** Strategies for successful telephone calls.
- ✓ **Sounding Friendly:** The importance of smiling.
- ✓ **Telephone Manner:** Skills for sounding professional on the phone.
- ✓ **Formal and Informal Language:** Comparing formalities.
- ✓ **Dealing with Unexpected Calls:** Strategies for dealing with calls, addressing problems and promising action.
- ✓ **Wrap Up:** Consolidation and review.

Learning Outcomes

By the end of the workshop you will have:

- ✓ Developed confidence in answering and making telephone calls in a professional manner.
- ✓ Reviewed and consolidated key telephone expressions.
- ✓ Learned useful questioning and clarification techniques.
- ✓ Learned the key differences between formal and informal language structures.
- ✓ Practiced a range of telephone scenarios through a number of engaging and interactive activities.
- ✓ Had the opportunity to engage, debate and discuss telephone skills in a positive and proactive group setting.

Contact Us

For more information, please feel free to contact us on:

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