



THE VOICE BUSINESS
SPEAK WITH CONFIDENCE

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.
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- **Listening Skills** -how to listen to voices and read the hidden messages in vocal tones and expressions. And how to understand foreign accents.
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- **Phone Etiquette** - how to get a grip on your emotions and attitude so that you can work well with other people over the phone.

Scheduled Teleconferencing (WTC)

| Course | Code | Duration | Location | Cost (inc gst) | Type |
|------------------|------|-------------------|---------------|----------------|-----------|
| Teleconferencing | WTC | 1 x 3 hr workshop | Australiawide | \$3495 | per Group |

Class Time

Classes are available weekdays between
6.00am-6.00pm

Workshops are from **9.00am-4.30pm**

Questions?

Email:

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Phone: 1300 922 122

Head Office

The Voice Business,
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Course Materials

CDs.Mp3 and Work notes included
Post Course Evaluation.
A Certificate of Completion will be awarded to
each successful candidate.

[Click here to book your classes](#)