



**THE VOICE BUSINESS**  
SPEAK WITH CONFIDENCE

## 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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## What 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.

## Scheduled Telemarketing Techniques (TMG)

Course	Code	Duration	Location	Cost (gst inc)	Type
Telemarketing Training-Half day Workshop	TTM-H	1 x 4 hr workshop	Australiawide	\$4235	per Gro
Telemarketing Training-Full day Workshop	TTM-F	1 x 8 hr workshop	Australiawide	\$6295	per Gro

### 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)

**Phone:** 1300 922 122

### Head Office

The Voice Business,  
Level 3, 66 Berry St, North Sydney,  
NSW 2060,  
Australia

### 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](#)