



**THE VOICE BUSINESS**  
SPEAK WITH CONFIDENCE

## The Telephone Tone - Individual (TTI)

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!

## Scheduled The Telephone Tone (TTT)

Course	Code	Duration	Location	Cost (g
The Telephone Tone-Full Day Workshop	TTT-F	1 x 8 hr workshop	Australiawide	\$62
The Telephone Tone-Individual	TTI	4 x 1 hr or 1 x 4 hr session	Australiawide or via skype	\$13

### 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](#)