



THE
COMMUNICATION
ACADEMY

Confident call centre communication



Confident Call Centre Communication - One Day Workshop

The purpose of this practical one day call centre communication training course is to teach and implement the skills required for communicating with confidence, using the voice to instil confidence, etiquette and professionalism while engaging clients over the telephone.

The course looks at the following aspects of communication training:

- Making a good first impression
- Listening skills
- How to appear professional and confident when speaking
- Using the voice correctly when speaking
- Dealing with problems over the telephone, irate callers
- Overcoming nerves when under pressure
- Thinking on your feet

Voice and pronunciation:

A focus on the voice and its importance, we will look at pronunciation and neutralizing accents, such as the influence of different languages, for example; Afrikaans and the various African languages.



- As well as speaking over the phone, where we rely completely on the voice
- Dealing with difficult callers, taking messages and telephone etiquette

**“It’s not what
you say, it’s how
you say it.”**

The delegates will also be presented with an audio training CD.

Exercises have been put onto a CD for you to listen to and practice along with, to ensure bad speaking habits are over come.



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The client will be responsible for the costs and arrangements of:

The venue, refreshments, tea breaks, luncheons, a television, flip chart and video machine need to be provided by the client. If outside Gauteng, flights and accommodation for the facilitator will be additional.

If you would like to book this workshop, please supply us with dates as soon as possible so that we can fit you in our calendar. We will require full names of delegates at least one week before workshop dates to arrange certificates.

Time: One day workshop

Venue: To be arranged by client (cost to client)

Cost: R1 350.00 per delegate (course material, cd and certificate)
Excluding VAT

- MINIMUM 10 Delegates per workshop
- MAXIMUM 30 delegates per workshop



The CD consists of:

1. Daily Workout.

- Daily exercises to strengthen the voice and organs of Articulation.
- A must as a vocal warm up before a presentation or meeting.
- Problem Consonants such as the "R" & "TH" sound are also covered.

2. English Vowels Sounds.

We learn vowel sounds by hearing, this tape covers the 21 vowel sounds for you to practice with. A must for any one who has English as a second Language.

3. VOICE - Breathing & Modulation Madness.

Practice correct breathing, strengthen the voice with resonance exercises and create an interesting voice with Modulation.

If you require any further details please do not hesitate to contact
Delia: 082 572 7630 / **Merle:** 083 651 8855 / **Office:** 086 111 6121.

Email us:

delia@thecommunicationacademy.co.za
merle@thecommunicationacademy.co.za

Visit our website: www.thecommunicationacademy.co.za

Thank you, Delia Thompson



Our Client Reference List

Unisa	Independent Complaints Directorate	AECI LTD
Democratic Alliance	IT SETA	Pastel Software
SA Rugby	Proudly South African	SAICA
Ericsson	Services SETA	Telkom
Nedbank	W&R Seta	Capital Alliance Life
PBMR	TETA	Eskom
Old Mutual	Necsa	Transnet
Primedia	Transport SETA	African Merchant Bank
Sunday Times	Chieta	Orion Group
Network BBDO	Merseta	SITA (PTY) Ltd
Inroads Multimedia	Fieta	Swiss RE
SABC	IDT	Arm Scor
Pfizer Labs	C-BRTA	Behr Group SA (PTY) Ltd
Afrox	South African Quality Institute	National Brands
Lilly	South African Qualifications Authority	Cell C
Discovery Health	Department of Trade and Industry	MTN
National Laser Centre Trust	Department of Labour	Standard Bank
Clientele Life Assurance	Department of Communication	Voltco
Mineworkers Investment	Dept Of Provincial and	Land and Agricultural Dev Bank
Automotive Leather Company	Local Government	LTM Technologies
Nissan South Africa	Dept Environmental Affairs	South African Reserve bank
Daimler - Chrysler	Dept Of Agriculture	Justice College
Fiat Auto SA	Dept Of social dev	Anglo Gold
Man Turbo Machinery SA	SAMDI	Anglo Platinum
Hannover-re	Department of Transport	CSIR
Staff line Executive	CIPRO	JSE – securities exchange
Monsanto SA	Ministry of Justice	Transtel
Arup (PTY) LTD	Office of the Premier	Rand Merchant Bank
SASBO	Deeds office	Youth Fund
Wits Medical	Dept Of Land Affairs	Development Bank of SA
Uvex Safety	DPSA	PMR
Mckinnon chain	SAPS	Financial Services Board
Cargo carriers	National Ports Authority	FNB
Centurion College	ICD	National Prosecuting Authority
Standerton College	Correctional Services	KIA MOTORS
Citroen	SABS	
702 Radio	Glenrand MIB	
Mercedes Benz	Comair	
University Of PTA	South African Airways	
University of KZN	Kodak	
University of Forte Hare	Caltex Oil	
TOTAL SA	Investec PTA	



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