

Phone Presentation Skills

Credibility, Relationships, Results

Program Description

Gain credibility, build relationships and get real results -- over the telephone! This highly interactive workshop provides participants with unique tools for maximizing their positive impact when presenting via the phone. Participants are able to get their points across clearly, concisely, and succinctly while developing credibility based on respect and trust.

You'll benefit by learning to:

- Build rapport & goodwill (First to last impressions on the telephone)
- Project a professional image
- Power-talk: using positive, active language
- Organize your thoughts before speaking
- Elicit positive responses
- Sub-textual communication – “body language” over the phone and the impact on sales
- Persuasion and influence when presenting or selling over the phone
- Deal with resistance

Maximum participants: 15

Program length: 2 days