

Positive Telephone Language

Lecturer:
Neil Farnworth MIBA
Enrich Professional Development

Date and venue:
Tuesday 25 May 2010
Alverton Manor, Truro

Course Organiser:
Carrie Bradburn, Postgraduate Tutor

PROGRAMME

09.00	Registration & Tea/Coffee
09.30	Introductions and Objectives
	Communication Skills
11.00	Tea/Coffee
11.30	Use of language
	Listening skills
13.00	Lunch
14.00	Practical exercises and practice sessions 1
15.15	Tea/Coffee
15.30	Practical exercises and practices sessions 2
	Questions and feedback
17:00	Close

Aim: To develop our telephone skills in order that we can get our message across effectively and not be misunderstood.

Objectives: By the end of the course delegates will be able to:-

- List elements of good telephone practice
- Structure pro-active telephone calls
- Identify negative messages which may creep into conversations
 - and replace them with positive ones
- Determine the appropriate level of questioning required for their role