

ON-GOING BI-MONTHLY CORPORATE VOICE & SPEECH TRAINING

42 total hours of training yearly

(Total hours for each participating associate is highly dependent upon the total number of trainees and the size of large and small groups that are deemed most effective by management.)



A commitment to in depth, on-going bi-monthly training earns management an opportunity to tailor training to target the specific needs of their company and its associates.

- **The Bi-monthly program includes an annual meeting between Jenni and management** during which:
 - learning objectives most important to a company's success are identified and targeted.
 - the training structure is customized to meet a team's unique demands.



Bi-monthly training also provides the time and flexibility needed to further subdivide associates into smaller classes. Meeting at times with smaller groups allows for:

- more individual attention.
- more opportunities for role playing exercises and "hands-on" practice.
- more personalized feedback.

- All sessions are led by voice & speech expert Jenni Steck, MFA, MS, CCC-SLP.
- Larger group sessions typically include presentations, discussions, and interactive training.
- Small group sessions typically involve role playing, personal exercises, guided practice, and individual feedback.
- For most effective learning, all participating associates train every visit.
- All participants receive a copy of Jenni's corporate voice & speech training workbook, *Put Your Best Voice Forward: Improving customer relations through the use of clear, engaging, and dynamic communication.*

EACH CORPORATE BI-MONTHLY TRAINING OUTLINE IS UNIQUE AND DETERMINED IN CONJUNCTION WITH MANAGEMENT.

TOPICS OF TRAINING INCLUDE:

- **SELF-ASSESSMENT & GOAL SETTING** - *UNDERSTAND WHERE YOU ARE AND WHERE YOU WANT TO BE.*
- **TARGETING KEY COMPETENCIES** - *IDENTIFY & DISCUSS ESSENTIAL SKILLS TO BE PUT INTO PRACTICE WHILE WORKING.*
- **REVISITING KEY COMPETENCIES** - *CHECK ON AND DISCUSS PROGRESS WITH REGARD TO PRACTICING ESSENTIAL SKILLS.*
- **PROJECTING CONFIDENCE** - *LOOK, SOUND AND FEEL IN CONTROL AND INSPIRE TRUST.*

- **ESTABLISHING RAPPORT** - BUILD A MEANINGFUL RELATIONSHIP WHEN SPEAKING WITH CLIENTS.
- **TAKING CARE OF YOUR VOICE** - SOUND YOUR BEST ALWAYS.
- **ELIMINATING TENSION** - RELAX SO THAT YOU MAY PROJECT CONFIDENCE WITH A VOICE THAT SOUNDS STRONG AND HEALTHY.
- **UNDERSTANDING VOCAL ANATOMY** - KNOW HOW YOUR VOICE WORKS.
- **BREATHING WELL** - SUPPORT YOUR VOICE WITH BREATH TO SOUND IMPRESSIVE AND GROUNDED.
- **DISCOVERING RESONANCE** - CREATE A TONE THAT IS RICH, POWERFUL , AND PLEASING.
- **SPEAKING DISTINCTLY** - SOUND CLEAR, SHARP, AND POLISHED.
- **COMMUNICATING WITHOUT WORDS** - HARNESS THE POWER OF GESTURE, POSTURE, AND FACIAL EXPRESSIONS.
- **MANAGING CUSTOMER INTERACTION** - ENSURE CONVERSATIONS LEAVE CLIENTS FEELING WELL TAKEN CARE OF.