

## ON-GOING QUARTERLY CORPORATE VOICE & SPEECH TRAINING

28 total hours of training yearly - 14 per participating associate\*

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Quarterly training allows for twice the training time of the Two-Day Intensive Workshop.

With more instructional time, training may include:

- a broader range of important skills and concepts
- more detailed discussion of key skills and concepts
- more time for interactive practice and feedback



Quarterly training provides an ongoing learning experience for associates to revisit training after practicing key skills.

- 12 specific key communication competencies will be identified for associates to focus on throughout the year.
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- Each training session is comprised of presentations, discussions, and interactive training.
- For most effective learning all participating associates train every quarter.
- 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.*

## QUARTERLY TRAINING OUTLINE

### VISIT 1

- **PROJECTING CONFIDENCE** - LOOK, SOUND AND FEEL IN CONTROL AND INSPIRE TRUST.
- **ESTABLISHING RAPPORT** - BUILD A MEANINGFUL RELATIONSHIP WHEN SPEAKING WITH CLIENTS.
- **SELF-ASSESSMENT & GOAL SETTING** - UNDERSTAND WHERE YOU ARE AND WHAT YOU WANT TO ACCOMPLISH.
- **TARGETING KEY COMPETENCIES** - IDENTIFY & DISCUSS THE FIRST SET OF 4 ESSENTIAL SKILLS TO BE PUT INTO PRACTICE.

### VISIT 2

- **REVISITING KEY COMPETENCIES** - CHECK IN ON AND DISCUSS PROGRESS WITH REGARD TO PRACTICING THE FIRST 4 ESSENTIAL SKILLS.
- **TAKING CARE OF YOUR VOICE** - SOUND YOUR BEST ALWAYS.
- **DISCOVERING RESONANCE** - CREATE A TONE THAT IS RICH, POWERFUL, AND PLEASING.
- **TARGETING KEY COMPETENCIES** - IDENTIFY & DISCUSS THE SECOND SET OF 4 ESSENTIAL SKILLS TO BE PUT INTO PRACTICE.

### VISIT 3

- **REVISITING KEY COMPETENCIES** - CHECK IN ON AND DISCUSS PROGRESS WITH REGARD TO PRACTICING THE SECOND SET OF 4 ESSENTIAL SKILLS.
- **ELIMINATING TENSION** - LEARN TO RELAX SO THAT YOU MAY PROJECT CONFIDENCE WITH A VOICE THAT SOUNDS STRONG AND HEALTHY.
- **SPEAKING DISTINCTLY** - SOUND CLEAR, SHARP, AND POLISHED.
- **TARGETING KEY COMPETENCIES** - IDENTIFY & DISCUSS THE THIRD SET OF 4 ESSENTIAL SKILLS TO BE PUT INTO PRACTICE.

## VISIT 4

- **REVISITING KEY COMPETENCIES** - CHECK IN ON AND DISCUSS PROGRESS WITH REGARD TO PRACTICING THE THIRD SET OF 4 ESSENTIAL SKILLS.
  - **MANAGING CUSTOMER INTERACTION** - ENSURE CONVERSATIONS LEAVE CLIENTS FEELING WELL TAKEN CARE OF.
  - **SELF-ASSESSMENT & GOAL SETTING** - RE-EVALUATE THE POWER OF YOUR COMMUNICATION SKILLS, REALIZE HOW MUCH YOU HAVE IMPROVED, AND DECIDE HOW YOU WOULD LIKE TO CONTINUE TO GROW.
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- \* Typically for teams of 40 or fewer, participating associates are separated into an AM group and a PM group - each attending 3.5 hours of training per quarterly visit. However, associates may be grouped differently to meet the needs of a larger group or ensure continuing business operation.
- \* The training package provides 14 hours of yearly instruction per participating associate when all associates are divided into two equal groups.
- \* Training is most effective when groups are limited to no larger than 20 associates.