

TWO-DAY INTENSIVE CORPORATE VOICE & SPEECH WORKSHOP

14 total hours of training - 7 hours per participating associate*

- All sessions led by voice & speech expert Jenni Steck, MFA, MS, CCC-SLP.
 - Each training session is comprised of presentations, discussions, and interactive training.
 - All participating associates train both days.
 - 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.*
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Training in Day 1 focuses on exploring the mechanics of voice & speech and examining the power of non-verbal communication. Topics included are:

- **TAKING CARE OF YOUR VOICE** - *SOUND YOUR BEST ALWAYS.*
- **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.*

Training in Day 2 builds upon the learning of Day 1. Associates will be taught to communicate to achieve key customer service objectives. Topics included are:

- **PROJECTING CONFIDENCE** - *LOOK, SOUND AND FEEL IN CONTROL AND INSPIRE TRUST.*
- **ESTABLISHING RAPPORT** - *BUILD A MEANINGFUL RELATIONSHIP WHEN SPEAKING WITH CLIENTS.*

- **MANAGING CUSTOMER INTERACTION** - ENSURE CONVERSATIONS LEAVE BUYERS FEELING WELL TAKEN CARE OF.
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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 day. However, associates may be grouped differently to meet the needs of a larger group or ensure continuing business operation.*
- * *The training package provides 7 hours of instruction per participating associate when all associates are divided into two groups.*
- * *Training is most effective when groups are limited to no larger than 20 associates.*