



Connect Voices: Strengthen Relationships



Unlock your team's potential
Seamless and cost-efficient L&D services

Even in a tech-driven world, the phone remains a vital and impactful tool for building trust, rapport and long-term relationships. This workshop empowers professionals to deliver exceptional telephone etiquette with confidence, clarity, and impact.

Who should attend?

Team members wanting to enhance their communication skills, overcome phone anxiety, and confidently handle professional calls with ease. Suited to customer service, sales, team leaders and managers, administrative and brand representatives.

What's in store for you?

- ✓ **Effective Phone Communication**
Learn when to use the phone as the best communication tool and develop the skills to speak clearly and professionally with confidence.
- ✓ **Overcome Phone Anxiety**
Gain practical strategies to overcome phone-related fear and build confidence in handling calls smoothly and effectively.
- ✓ **Adapt to Different Call Scenarios**
Understand when phone calls are most appropriate and adjust your approach to ensure clarity and professionalism in various situations.
- ✓ **Enhance Customer Experience**
Master active listening techniques to build rapport, address concerns, and create positive experiences during phone interactions.

How should I reserve a place?

Delivery will be with trainers Tracie Crombie and Sinéad Walsh. Please email contact@ariosi.com or phone +44 (0)20 8168 8168 to book your place now!



Contact Tracie, Sinéad or the wider Ariosi team using the contact details below if you require additional information.

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