

Telephone English

How to Communicate Successfully

01 DAY

GOALS

Getting familiar with the basic cultural conventions and language will enable participants to be successful when making a phone call in English. Planning what needs to be communicated and to whom will help participants use their time more effectively. Those who make or receive a call can learn to organize themselves and respect also other people's time. Phone skills are therefore useful both at the social and the business level.



"The soul of conversation is sympathy"

WILLIAM HAZLITT

PROGRAM

Key issues

Different types of phone calls

- > Type1: everyday phone calls
- > Type2: calls to colleagues/customers
- > Type3: commercial phone calls

Essential language

Telephone skills

Role-play (recorded) and feedback

Making a difficult call

Cross-cultural tips

Golden rules

APPROACH

Business knowledge and enthusiasm with highly customized materials and experiential training techniques are used to create practical dynamic training programs. Our teaching methods enable students to develop their ability to communicate effectively in English by improving fluency, language skills and confidence. Therefore, participants will be asked to listen to and actively role-play situations very close to their business environment.

DATES

2019

Milan, January 30

Milan, April 3

Milan, June 5

Milan, September 18

Milan, November 27




PARTICIPANTS



- The course is aimed to people who wish to improve their english communication skills over the phone:
- 1) to understand the main cultural aspects of business communication over the phone; 2) to discuss the available communication strategies; 3) to learn the language to use; 4) to practice in a low-stress environment.


FEES


 **SINGLE FEE: € 600 (+VAT)**
for the enrolment of one person in one course

 **MULTIPLE FEE: 15% OFF**
single fee for the enrolment of one person

- if 2 or more people are enrolled in the same course
- if 9 or more enrolments to different courses are completed in a 12-month period

HOW TO ENROLL

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