

Call Me Maybe?

FOR WHOM?

WHAT FOR?

For everybody who communicates through webinars, Skype, standard calls or any telecommunication software at work. It doesn't matter what you need to talk through; we will show you how to approach any topic, and how to make communication seamless.

Everybody knows that we miss the body language cues in long-distance talk. However, we tend not to adjust our behaviour accordingly. Why? Life would be much easier! And with our guidance and your practice it will!

You will spend less time on a call.

You will understand more and obtain more information.

You will boost your efficiency.

You will manage meetings properly.

You want it all? Great! Let's do some work then!



PROGRAMME



We cover 4 essential areas of best caller's competences:

Call Check List

Moderating the Meeting

Organizing Chaos

Understanding



Call Checklist



This is a practical guide that you always need to have in mind. Plan beforehand, practise well, and you will avoid all potential issues connected with long-distance communication.



We will analyze your performance in our training tasks, and then will show you how to optimize.


Moderating the Meeting

Even if you are usually not a call moderator, this knowledge pack will boost your efficiency in any interaction. When you know how to manage the meeting, you can obtain more information quicker.


Learn how to take over control, and run the call smoothly, on time, and with every point talked through.



Organizing Chaos



Chaos and panic are viruses that spread in no time. This module will teach you how to avoid trouble from the very beginning, and to manage chaos if it takes over.



Additionally, we'll focus on maintaining good relations with the interlocutor(s) and on your very favourite – gathering information.

Understanding

Different accent, lagging connection, late hour; all of those may create a communicative challenge that will question the point of having a call at all.



We've got a couple of smart tricks to help you. Simulated exercises practice good strategies and eradicate mistakes. There's even training with different accents!

**REDUCING
CALL
TIME**

**GETTING
MORE
INFO**

**BUILDING
RAPPORT IN
EVERY CALL**

| Goals



**PROPER
WORKSHOP
EFFORT**

**CALLER'S
CHECKLIST**

**MISTAKES
REPORT +
ACTION LIST**

| Deliverables





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We are the people...

who waste no words. We love proper communication, care about its quality, and think before we speak.

Our communication trainings will make you break a sweat. If you hate coaching, best practices and all the things that you can deduce on your own, this is it. Our workshops focus on hands-on experience and explore key aspects of communication in a no-nonsense manner.

