



**PhoneCoach**  
www.phonecoach.com



## **‘Off The Shelf’ Training Packages for Busy Trainers and Managers**

**Appraisal  
Change  
Customer Service  
Giving & Receiving Feedback  
Management Skills  
Performance Issues  
Problem Solving & Decision  
Making  
Sales & Negotiation  
Time Management**

**Assertiveness  
Coaching Skills  
Delegation  
Leadership  
People Problems  
Presentation Skills  
Project Management  
Questioning & Listening  
Team Development  
Telephone Skills**



- Save hours of preparation time
- Use proven material
- Easy to follow
- Saves 'reinventing the wheel'
- Free licence to use material in unlimited quantities within your organisation

PhoneCoach has developed a range of training packages to help save you time when designing your training programmes.

It is well known that design time can take anything from 1 to 8 hours to produce “one hour” of good presentation material. So it makes sense not to 're-invent the wheel' or spend hours trawling through the internet or trying to find notes you made years ago!

Our strength lies in the quality and flexible nature of the training packages which are aimed at the enhancement of business and personal communication skills of people in organisations, and the development of first-line managers.

All you need to do is to take the skeleton of the package and tailor it if you wish or simply use it as it is.

#### **THE MATERIAL INCLUDES:**

- **Ready-to-run courses and session guides** - The timings and the skeleton for each session is provided along with suggested handouts and Powerpoint slides. All you need to do is tailor it to suit your organisation.
- **Activity packs** - Lots of activities for you to pick and choose from.
- **Maze and in-tray exercises** -These are great additions to any programme. Maze exercises are similar in concept to the Dungeons and Dragons books and games. Trainees are presented with a set of business circumstances and are led on to making others until eventually they reach the end of the maze. They can be used for pre-course work or coached self-study tools, and are fun and enjoyable to complete.

#### **WHAT WE SUPPLY**

Our training material contains comprehensive notes for the trainer, together with guidance on how to prepare and use the materials. This includes adapting or adding to the content so that the specific needs of the delegates and the organisation are best met. Copies of all handouts, exercises and Powerpoint slides are provided on a CD and once purchased may be copied freely within an organisation. PhoneCoach retains the copyright of all materials. Our products are available to company trainers and freelance training consultants.

#### **FREE ON APPROVAL**

You are welcome to review any of the packages for 5 days On Approval on the basis that:

- It is 5 days approval and not left sitting on a desk for weeks!
- You agree to our copyright terms (you do not copy it any way)

If you like the material you keep it and pay the accompanying invoice. If not you return it to us by registered post, in its original packaging.

#### **TO ORDER OUTRIGHT**

Simply email or call us with your order. We will invoice you (15 days payment terms), or you can pay by credit card (we charge 2% handling fee). Your goods will be sent out within 3-5 days of receipt of order. There is a carriage charge of £9.95 + VAT per order. Overseas orders will incur an additional cost dependent on the agreed delivery method.

#### **TRAINER COACHING & TAILOR MADE COURSES**

We are able to offer one to one or small group coaching for trainers on some of the packages. We can also develop bespoke programmes and materials that are user friendly for trainers who conduct in house training. Contact us for details.



## TELEPHONE SKILLS/CUSTOMER SERVICE ON THE PHONE

### Customer Relations on the Phone

#### Training Session - £175+vat

This package will provide a trainer with material for a half day training session on dealing with customers and prospects on the telephone. The session could stand on its own or be incorporated within a lengthier training course. In particular, the session could be extended to a full day by incorporating role-play to help the process of skills development. Material suitable for all those who provide customer service on the telephone. Topics covered include: customers' likes; basic principles of customer care; selling a service on the telephone; creating impressions with our voice and our words; techniques for establishing relationships; being sensitive to moods. Now incorporates **Dealing with Difficult Telephone Calls**.

Includes the different types of difficult call; gaining and keeping control of a call; dealing with the caller's feelings; the approach to successful handling of complaints.

Includes handouts, a Customer Relations Style Profile and Powerpoint slides.

## COMMUNICATION SKILLS

### Basic Principles of Communication

#### Training Session - £125+vat

This package will provide a trainer with material for a half-day session on the basic principles of communication.

Includes understanding the process of communication; the barriers of communication and ways of overcoming them; selecting the right method and style for a communication; understanding the effects of non-verbal communication.

Includes handouts and powerpoint slides.

### Questioning and Listening Skills

#### Activity Pack - £125+vat

Covers the different types of question and when to use them; types of question to avoid; the difference between hearing and listening; the barriers to listening and how to overcome them. Suitable to all who need questioning and listening skills in, for example - fact finding, problem solving, selection or appraisal interviewing, customer service.

### Giving and Receiving Feedback

#### Activity Pack - £125+vat

Introduction to the basic techniques covering behaviours which help or hinder the feedback process; the use of assertive techniques for giving feedback; receiving feedback; and different ways of handling conflict.

### Influencing and Negotiation Skills

#### Activity Pack - £125+vat

Introduction to the basic principles and techniques for anyone who needs these skills day to day. Topics include influencing styles and tactics; sources of influencing power; behaviour modification techniques; essential conditions for negotiating; the four stages of a negotiation; negotiating techniques.



### Role-Play in Telephone Training

#### Activity Pack - £145+vat

The aim of this package is to give you a complete guide to role-playing in telephone training. If you are interested in writing your own role-plays, or wish to develop your skills in how to research, devise and structure them, then this guide will provide that information too. Furthermore, whether you use the role-plays provided by us or develop your own, this package will give you ideas on how to prepare for, introduce, run, control and review the most important part of your telephone training - the role-playing. In short, this package is the complete do-it-yourself manual for anyone wanting realistic, effective, professional role-playing in their telephone training.



## SALES AND NEGOTIATION

### Selling on the Phone

#### Training Course - £250+vat

This is a course running package for trainers who wish to run up to 2 days of training adopting the approach of 'relationship selling', but don't have the time to write the material from scratch. The intended trainees are anyone who deals with incoming or outgoing telephone sales calls who has little or no previous training in the necessary skills. The package is a series of interlinking modules from which a trainer can select those suited to the needs of a specific group of trainees. The package includes handouts, role-play exercises and powerpoint slides - everything you need to run a course with confidence! The sessions cover: establishing the relationship; the outgoing call; identifying needs; selling benefits; overcoming objections; closing the sale. It is targeted primarily at incoming calls rather than 'cold calling'.

### The Poisoned Jewels

#### Maze Exercise - £95+vat

All about negotiating for an expedition member's life on the planet Novastel in the year 2196. The exercise explores the principles and tactics of negotiation that are applicable in any type of negotiation - but in a setting that encourages people to think outside their normal rules and procedures.

## MANAGEMENT SKILLS - TIME MANAGEMENT

### Timewatch

#### Training Course - £125+vat

Material for a one-day course aimed at everyone who need to manage their time effectively. The course is based around the use of time logs and covers the importance of our attitude towards time, time thieves, the stress resulting from poor time management, ways of improving our time management and how assertive behaviour can help.

### Time Commanders

#### Maze Exercise - £95+vat

A maze on the subject of time management. Trainees will follow the job of a newly appointed Team Leader in the offices of a large European organisation. They will be guided through a situation involving: the need to clarify objectives; planning how to meet those objectives; and avoiding the time thieves that will prevent the achievement of the objectives.

## **DELEGATION**

### **It's Your Job Now**

#### **Maze Exercise - £95+vat**

This maze leads trainees through a sound process of delegation, focussing on three main aspects: planning delegation; delegating a routine task; and delegating a project. Set in an office environment, it provides all the pitfalls that managers usually fall into when delegating.

## **PEOPLE SKILLS**

### **Problems with people**

#### **Activity Pack - £75+vat**

Over 70 short case studies and discussion topics developed from real-life problems raised by junior managers on our courses. All are in neutral settings and cover topics such as: age differences; discrimination; selling one's ideas; dealing with the boss; matching people to jobs; and lack of promotion.

## **Paperillium**

### **Business Simulation - £295+vat**

A general business simulation. Aimed primarily at junior management, it involves teams in making a saleable and profitable product, with a measurable performance: paper aeroplanes. The simulation highlights many factors in running a business, including: organisation structure; product design and costing; effect of price and marketing expenditure on sales; cash flow; quality control; and matching production to demand.

## **The Project**

### **Maze Exercise - £95+vat**

A maze exercise about balancing the needs of the task and the people in a project team. Trainees are put in the position of a project leader responsible for completion of a non-specific project with a team of four new people. This maze also works particularly well when decisions are made in small groups, creating discussion about the best approach.

## **APPRAISAL**

### **Appraisal Interviewing**

#### **Training Session - £125+vat**

The material covers the basic process and techniques of appraisal interviewing, including performance management interviews. Topics include: preparation needed; structure and style; establishing rapport; questioning and listening skills; giving feedback; solving problems and agreeing action; techniques for specific situations; post interview follow-up. By using role-play exercises, this can easily be extended to a one-day course.

## **Now is the Hour**

### **In Tray Exercise - £95+vat**

An in-tray exercise aimed at administrative team leaders and managers. Topics explored include: salaries; personnel problems; staff morale; budget variations; setting priorities. Takes around one hour to complete, plus time for post-exercise discussion.

## **PERFORMANCE ISSUES**

### **Perfunctory Performance**

#### **Maze Exercise - £95+vat**

This maze lets managers explore the procedure for dealing effectively with poor performance - without ending up with a justifiable complaint for unfair dismissal. It is set in the Customer Service department of a non-specific organisation and faces managers with the problem of a long-serving member of staff who is frequently absent and whose job performance is sub-standard.

## **No Work Today**

### **Maze Exercise - £95+vat**

Trainees are put in the position of a supervisor dealing with a 'people problem': a member of staff with recurring absenteeism. The setting is non-specific so the maze can be used with trainees from any background. This maze works particularly well when decisions are made in small groups, creating discussion about the best approach.

## **COPYRIGHT, TERMS AND CONDITIONS**

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If you are a freelance training consultant, you may use the material for fee-earning work on purchase of a one-off licence fee of £195. This licence fee is in addition to the purchase of the package. The material must be solely delivered by the licence holder and on no account should any material, other than handouts, be left with your clients. A great deal of work is involved in the production of our materials and we respectfully request that you adhere to our copyright, terms and conditions.

**CALL US TODAY FOR MORE  
INFORMATION OR  
TO ORDER ANY OF THE PACKAGES**



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