

Writing for impact

Focusing on writing clearly, concisely and compellingly.

Overview

The objective is to understand how to write messages and documents that achieve desired results. It deals with the issue of writing in a time-poor and cluttered communication environment.

Challenges addressed in this program

- Creating documents that people want to read
- Writing to clients
- Writing internal memos and reports
- Eliminating excess words and jargon
- Setting the appropriate tone in emails

Key components of this program

- The goal of business writing
- Planning a document
- Reader analysis
- Setting an objective
- Structure
- Clarity, conciseness and power
- Editing
- Email: Special challenges
- Final writing exercise

Outcomes

Participants will learn how to:

- Plan documents to make the writing process more efficient
- Write with the reader's point of view in mind
- Use crisper, more concise language that gets their message across
- Edit their work
- Create templates
- Avoid the pitfalls of email

Duration

1 days for up to 6-12 participants.

Who should attend this program

Anyone needing their written communication to have a greater impact on their readers.

For more information and to register

Call: 1800 797 447

Email: AsiaPacific@ttec.com

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Influencing skills

Providing a deeper understanding of the qualities of an effective influencer.

Overview

Understand the qualities of an effective influencer and the characteristics of influencing with or without authority across and upwards in your organisation

Learn to influence internal stakeholders more effectively to embrace your ideas, accept your recommendations and support your initiatives.

Challenges addressed in this program

- Influencing others to accept your recommendations
- Lobbying internally to get support for your initiatives
- Getting buy-in to your ideas, for example a change program
- Pitching internally for resources
- Influencing upwards for sign-off or approval
- Establishing successful working relationships with internal customers and key stakeholders

Key components of this program

- Planning an influencing strategy
- Qualities of an effective influencer
- Understanding individual decision making processes and motivation to act
- Face-to-face persuasive communication skills such as probing, listening and developing professional rapport
- Creating and delivering compelling messages
- Making a good impression, building credibility and improving perceptions.
- Dealing with stakeholder responses and push-back
- Scenarios and exercises to benchmark and enhance individual influencing skill and style

Outcomes

- Ability to influence stakeholders effectively to embrace ideas, and support initiatives
- Be more confident when influencing at senior levels
- Develop a wider range of influencing-skills and strategies
- Be able to create tailored influencing-strategies for individual stakeholders
- Create desired impressions, build credibility and improve perceptions
- Have greater control over stakeholder interactions and their outcomes
- Improve self awareness of what works and what doesn't with respect to own influencing style
- Improve the flexibility of own communication and adapt to the style and needs of others
- Structure and deliver information more persuasively

Duration

2 days for up to 12 participants.

Who should attend this program

Anyone needing skills in influencing, especially without authority, across and upward in an organisation.

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Presentation skills

Providing you with the knowledge and experience to confidently and effectively communicate to an audience in a face-to-face situation.

Overview

The two day program combines data, exercises and practise to give each participant an understanding of why certain presentations and techniques work better than others and knowledge of how to present persuasively to achieve predetermined goals. Throughout the program, participants continually practise the skills they learn, and receive unbiased, open feedback from the facilitator and other participants.

Challenges addressed in this program

- Presenting reports to management boards and teams
- Presenting credentials to prospective clients/new product launches
- Presenting recommendations to internal and external committees
- Motivating sales forces
- Presenting changes to employees

Key components of this program

Presentations – On both days of the program, you'll make several presentations. Your facilitator and other participants critique each presentation, giving you an indication of your strengths and weaknesses.

Communication definitions and components – You'll learn key components of communication, which will give you a new perspective on getting your message across to an audience.

Structure – You'll learn how to use unique organisational flow charts, which show you how to organise your ideas for presentations in a timesaving, informative, persuasive manner.

Audience and listener analysis – By studying different styles of people and their personalities, you'll learn how to determine the type of audience you're addressing.

Planning a tailored presentation – You'll learn the difference between "features" and "benefits" of products or services, and how you can develop a tailoring strategy that ensures a persuasive, convincing presentation.

Delivery Skills – We'll discuss the importance of eye contact, voice, movement, gestures and body language.

Visual Aids – Visual aids make a presentation informative and persuasive. You'll learn how to integrate visual aids with your presentation.

Communication exercises – Practice eye contact exercises, effective movement and gestures, and voice modulation.

Outcomes

- Acquire pragmatic tools to augment current presentation planning skills
- Have the ability to tailor the structure, content and delivery of presentations in the most persuasive manner for each audience, environment and presentation objective
- An appreciation of the value of rehearsal including techniques to effectively rehearse before a highstakes presentation
- Deliver your message with confidence

Duration

2 days for up to 6-8 participants.

Who should attend this program

Anyone who needs to confidently persuade audiences ranging from small management teams, boards of directors, sales forces, direct reports, employees, customers, prospects, suppliers and government.

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S.A.L.E.S

This highly interactive and practical program helps sales professionals develop the necessary face-to-face skills needed to motivate customer commitment at every stage of the sales process.

Overview

The TTEC S.A.L.E.S program has been developed with the following sales professionals in mind: Pre-Sales, Product Specialists, Direct/Indirect Salespeople, Account Managers, Technical, Sales, Sales Engineers and face-to-face Customer Service people.

Challenges addressed in this program

The program assists these professionals address challenges such as:

- Motivating customer commitment at every stage of the sales process
- Managing the balance between diagnosing customer needs and positioning products and services
- Moving the emphasis of the role from product salesperson to delivering customer value
- Gaining confidence in ever more challenging markets

Key components of this program

Through practical application, the program involves the following activities:

- Using a model to manage every sales call
- Structuring meeting calls
- Positioning your business
- Obtaining customer agreement during sales calls
- Using tools and skills to diagnose customer needs
- Positioning your solution persuasively
- Managing customer objections such as price
- Effectively closing the meeting and establishing clear next steps

Outcomes

Participants will build the knowledge, sales skills and the confidence required to:

- Plan for effective, outcome driven sales meetings
- Build rapport with customers quickly
- Diagnose the customer's situation and their needs effectively
- Construct and deliver solutions that build results
- Manage customer objections so a sales momentum can be achieved
- Obtain customer commitment to proceed to the next stage of the sale

Duration

2 days for up to 6-8 participants.

Who should attend this program

Sales professionals of all levels. It is also an excellent refresher for more experienced sales professionals.

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Coaching skills for leaders

Designed to help people leaders to unlock the potential of the individual members of their teams.

Overview

TTEC Consulting's Coaching Skills for Leaders program has been designed to help people leaders to unlock the potential of the individual members of their teams. This is done by applying a proven process to their coaching activities and developing their interactive communication skills to consistently get the best out of their people.

Challenges addressed in this program

- Understanding the coaching environment, the role of coach, and the difference between coaching and managing
- Adopting the coaching process, starting with observation and reviewing results in terms of activity and competency
- Recognising different types of staff in terms of results, competency and potential, then coaching them accordingly
- Developing coaching and development plans that are more likely to be owned and actioned by staff
- The ability to plan for, gather and then deliver honest impact feedback

Key components of this program

- Time management and effectiveness for coaches
- Developing an individual coaching strategy
- The 5 Stage Coaching Process to guide your coaching activities
- How to plan for and give in-the-moment feedback
- Dealing with difficult people
- Diagnosing competency gaps and developing motivational solutions

Outcomes

- Gain skills and the willingness to allocate more time to high quality coaching activities and develop more effective strategies for individuals
- Enable to run more effective coaching sessions as a result of improved planning, communication and feedback skills

Duration

2 days for up to 6-10 participants.

Who should attend this program

People who are in a team leadership role or have designated coaching responsibilities.

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The confident negotiator

Providing the skills, tools and supporting techniques for you to be an effective, successful and confident negotiator.

Overview

It requires a combination of knowledge, skills, process and importantly... confidence to create a confident negotiator. Confidence is not bravado or an extroverted display, but an inner belief that comes from knowing you've done your homework, you're aware of your positions, interests and values and you've anticipated the same in your counterpart. The Confident Negotiator Program provides the skills, tools and supporting techniques for you to be an effective, successful and confident negotiator.

Challenges addressed in this program

- The interests of both parties seem to be far apart
- Unreasonable opening offers
- One party is not prepared to understand the other party's position
- Effectively preparing for a negotiation when time is not on your side
- Dealing with aggressive or unexpected tactics
- Being too attached to the negotiation outcome
- The need for greater confidence when negotiating

Key components of this program

- Understanding negotiation, its dynamics and underlying principles
- The model flow of a successful negotiation
- Opening and controlling the flow of discussion
- Bargaining & concession trading and advanced communication skills and strategies
- Understanding, dealing with and utilising appropriate tactics
- How to reach agreement and close the negotiation effectively
- Experience a range of negotiation activities from role-plays to intense exercises that build skills and self-awareness

Outcomes

- Have a greater ability to analyse negotiation situations, determine the appropriate strategies and tactics and how to use them effectively. Role-play realistic scenarios to practice skills and receive feedback and tips
- Gain a range of tools that support the achievement of desired goals
- Develop a range of negotiation specific communication skills from active listening to advanced questioning techniques, bargaining and trading during the negotiation
- Achieve superior negotiating outcomes by understanding both rational and emotional perspectives
- Be more confident when next faced with a negotiation challenge
- Planning tools and support frameworks & materials

Duration

2 days for up to 8 participants.

Who should attend this program

People who are in a team leadership role or have designated coaching responsibilities.

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Presentation excellence

An advanced program for accomplished presenters who wish to become even more creative and persuasive.

Overview

TTEC's Presentation Excellence program is an advanced program for accomplished presenters who wish to become even more creative and persuasive. It uses a combination of proven methodologies and acting techniques to achieve exceptional presentation performance while maximising individual presenter strengths and personality.

Challenges addressed in this program

- High-stakes presentations
- Keynote addresses
- Public speaking engagements and presentations requiring creativity
- The need to connect emotionally to the audience
- Presenting a professional image

Key components of this program

- Structuring motivational communications
- Advanced persuasive language
- Impromptu and prepared presentations
- Freeing the natural voice
- Creating atmosphere through movement
- Storytelling
- Personal coaching exercises

Outcomes

- Understand how to motivate their listeners to a specific course of action
- Capture the interest of the audience through the use of creative anecdotes
- Have the ability to bring emotion into their delivery
- Learn to unmask the creative side of making a presentation

Duration

2 days for 6 participants.

Who should attend this program

Business managers and senior executives who present at a more advanced level and therefore require more persuasive skills. Participants in ttec's Presentation Excellence program should have completed a ttec Presentation Skills program before beginning this course. A thorough understanding of ttec structures, planning steps and other core techniques is required as the platform for further improvement.

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