

# LET'S TALK BUSINESS! VERBAL COMMUNICATION FOR THE BUSINESS WORLD

## ★ COURSE OVERVIEW

You cannot underestimate the power of the spoken word in business communication. The right tone is just as important as the right words, for putting your company's message across and projecting a positive image. Knowing what to say and how to say it, to achieve the desired outcome, is an invaluable skill and one that can only be enhanced by attending this BizTech course which covers the following key topics:

### SPEECH, SILENCE AND THE COMMUNICATION CYCLE

- Adjusting your delivery to achieve the desired outcome
- The art of starting lively conversations
- The knack of closing conversations with courtesy
- Mastering active listening
- Adapting your style to your audience
- Using body language to interpret and influence
- Persuading without being pushy
- Barriers to mutual understanding

### LIKING THE SOUND OF YOUR OWN VOICE

- Using your voice to bring calm to conflict situations
- Emotional inflection: getting the right feeling across
- Using pitch and tone to your advantage
- Creating a vocal 'smile'
- Enunciate for clarity, understanding and fluency
- Effective pausing – why it's important
- Volume, projection and resonance
- Pacing your speech: why you should slow down or speed up

### FINDING JUST THE RIGHT WORDS

- Upgrading your business vocabulary
- Eliminating jargon, slang and overly casual language
- Eliminating hoity-toity overly formal language
- 'Neutral' English pronunciation: how to make your accent understood
- Say what you're trying to say: constructing smart sentences

## COURSE DATE

18 - 19 October 2010

## COURSE DURATION

2 days - 08:30 to 16:30 daily

## COURSE FEES

R6 550 (excl. VAT) per delegate

**5% discount**  
for enrolment 2 weeks  
prior to course date.

## WHAT'S INCLUDED

- Dynamic and knowledgeable facilitators
- Training File and a CD
- Certificate of Attendance
- High quality training venue
- Lunch and refreshments
- Parking
- Quality folder, notepad and pen

## REGISTRATION DEADLINE

Registration Confirmation must be sent prior to the start of the scheduled course.



## WHO SHOULD ATTEND

- Team leaders, supervisors and administrators who would like to improve their interpersonal communication skills
- Personal Assistants and secretaries who want to come across as more polished and professional
- Receptionists and telephone operators who are their company's first point of contact with their clients
- Second language English speakers who want to develop and enhance their spoken communication skills
- Any person who would like to improve or enhance their verbal communication skills

## OUTCOMES

After attending this course you should be able to:

- Understand and be understood: no more mistakes in conveying messages
- Build better relationships with clients and colleagues through strong, clear communication
- Get the results you want through packaging your message effectively
- Impress every contact with the warmth and professionalism of your voice
- Inspire confidence by your exceptional use of both voice and language as communication tools
- Vastly improve customer service at a personal and organisational level

## TAKE HOME TOOLS

- Training Manual
- Training CD
- A quality folder, notepad and pen
- All delegates receive one month of telephonic support relating to course content

## ACCREDITATION

The Services SETA has awarded BizTech recorded status as a provider for the delivery of learning programmes. Our provider number is 313.

This course is accredited by ICAP (the Institute for Certified Administrative Professionals) who is the authorised, licensed, exclusive agent for the International Association of Administrative Professionals®

## BBBEE COMPLIANCE

BizTech is BBBEE level 1 compliant. This means that we are a 135% contributor and companies investing money in training their staff through BizTech can also improve their own BBBEE scorecard. Not only does it offer an opportunity to improve your company's Skills Development BBBEE category, but you can also improve your BBBEE Preferential Procurement category. In each case your company will benefit 135% of the spend made.

## THE VENUE

The AstroTech Conference Centre in Parktown, Johannesburg is in a gracious mansion in one of the most historic and beautiful areas of Johannesburg.

It is a high-end business focused conference centre with competitively priced packages, excellent facilities and top client service.



Close to major highways, airport and Johannesburg city centre, this state-of-the-art venue offers elegance, discretion, security and convenience with safe parking for 120 vehicles.

Should you require accommodation, the Sunnyside Park Hotel situated in close proximity offers BizTech delegates a substantial discount on accommodation.

Please contact reservation on (011) 640-0431 or (011) 643-7226, quoting reference no. 4691 when booking with them.

## TERMS & CONDITIONS

Should course expectations not be met for any reason, delegates are given the opportunity to leave before lunch on the 1st day and receive a full refund of the course fee.

### CANCELLATIONS

A cancellation can only be confirmed if we are advised in writing at [training@biztech.co.za](mailto:training@biztech.co.za)

For cancellations received more than one week prior to the course: 0 % cancellation fee will apply.

For cancellations received less than one week prior to the course: 50 % cancellation fee will apply.

For cancellations received within 24 hours of the course: 100 % cancellation fee will apply.

Substitutes are welcome at no additional charge at any time prior to the course.

### POSTPONEMENTS

Requests to postpone course attendance must be received in writing at least three full working days prior to the course commencement. Should we not receive written confirmation within this period, the postponement will be subject to an additional fee of R1 270 (excl VAT) per delegate.

All course postponements or programme exchanges need to be utilized within 6 months of the original course booking or the course fee will be forfeited.

Cancellations on postponements or exchanges are subject to the full course fee.

### ABSENT DELEGATES

In the event that a delegate does not arrive for the course and no written cancellation has been received and confirmed, the full course fee will be payable.

### PRESENTERS

Should it be necessary, BizTech reserves the right to substitute the presenter.

### COMMUNICATION

When a person registers on BizTech's website, is registered on a BizTech course or sends an e-mail to BizTech, that person consents to receiving communications electronically or otherwise by BizTech and/or its business partners.

### DISCLAIMER

BizTech wish to advise that they will not be held responsible for any loss, damage or harm, direct, indirect, consequential or otherwise and howsoever arising that may be caused to any person or property during the providing of any services by BizTech to the client.



# ENROLMENT FORM

Please book your place on the course by emailing or faxing this enrolment form. Your place is confirmed on receipt of the completed enrolment form.

Fax to **011 582 3301** or  
E-mail **training@biztech.co.za**

## SALES CONTRACT

COURSE NAME:  
**LET'S TALK BUSINESS! VERBAL  
COMMUNICATION FOR THE BUSINESS WORLD**  
COURSE CODE: **LTB 181010**

**TOTAL NUMBER OF DELEGATES TO BE ENROLLED**

### > DELEGATE DETAILS [Please print clearly]

1 First Name and Surname \_\_\_\_\_  
Position \_\_\_\_\_  
E-mail \_\_\_\_\_  
Cell No.

2 First Name and Surname \_\_\_\_\_  
Position \_\_\_\_\_  
E-mail \_\_\_\_\_  
Cell No.

Special Dietary Needs  No. of Kosher  No. of Halaal  Other \_\_\_\_\_

Special Needs (e.g. wheelchair) \_\_\_\_\_

TO REGISTER ADDITIONAL DELEGATES, PLEASE COMPLETE THE INFORMATION ON THE PAGE OVERLEAF.

### > COMPANY DETAILS

(Please include your company details & VAT No. as required on the invoice before submitting your enrolment form)

Full Company Name \_\_\_\_\_  
Postal Address \_\_\_\_\_  
Postal Code

Company VAT Registration No.   
Telephone No.  Fax No.

### > PAYMENT DETAILS

Invoice Contact Person \_\_\_\_\_  
Telephone No.   
E-mail \_\_\_\_\_  
Purchase Order No (if applicable)

Do you require separate invoices for each delegate?  YES  NO

NB: Please include your BizTech invoice number as a reference on your deposit when making payment.

### > AUTHORISATION

Name \_\_\_\_\_  
Position \_\_\_\_\_  
Telephone No.   
E-mail \_\_\_\_\_

Signature \_\_\_\_\_ Date  /  /

Fees **R6 550.00 (excl. VAT) per delegate**  
Surcharge per Halaal meal **R 65.00 (excl. VAT) per person per day**  
Surcharge per Kosher meal **R 175.00 (excl. VAT) per person per day**

**A 5% discount is applicable for all registrations received two weeks prior to course commencement (04 October 2010). Upon receipt, a tax invoice will be processed and payment is required prior to the start of the scheduled course.**

You will receive course confirmation via Facsimile or E-mail. If you have not received your confirmation five (5) days prior to the scheduled date of the course, please contact Hajira on 0861 BIZTECH/011 582 3300. If the course is not held for any reason, BizTech's liability is limited to the refund of the full course fee. Substitutions may be made at any time prior to the start of a training course. Submission of this enrolment form constitutes acceptance of BizTech's terms and conditions.



# ENROLMENT FORM (CONT.)

## > DELEGATE DETAILS [Please print clearly]

3 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

4 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

5 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

6 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

7 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

8 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

9 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

10 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

