



MSPD

CONSULTING . CORPORATE TRAINING . PERSONNEL

Make your Dreams Come True

2016/17 Course Outline

MSPD Skills Development Programme

Call Center Training

Learning Outcomes

This course will enable you to:

- Understand the nuances of body language and verbal skills, which are so important in conversations that do not have a face-to-face element.
- Learn aspects of verbal communication such as tone, cadence, and pitch.
- Demonstrate an understanding of questioning and listening skills.
- Acquire comfort with delivering bad news and saying no.
- Learn effective ways to negotiate.
- Understand the importance of creating and delivering meaningful messages.
- Use tools to facilitate communication.
- Realise the value of personalising interactions and developing relationships.
- Practice vocal techniques that enhance speech and communication ability.
- Personalise techniques for managing stress.

