



**KonKoMa**  
Solutions

## Rhetoric on the telephone

Speaking ad-lib and convince.

- We address your individual strengths and potential and give you direct and detailed feedback.
- Lots of exercises and practical examples assure that you will not only learn how it is done but also how you can implement it in your environment.
- By request: individual feedback concerning your case study.
- We tailor this seminar to your needs — we advise you from the preparation and execution of sales talk to telephone conferences.



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## “You can only learn to speak by speaking.” (Cicero)

Who is not familiar with the situation where you have to convince someone of something only by using the telephone? No matter if it is a product or a new idea. For most people the telephone is part of their everyday (working) life. From sales talks over disputations over client reclamations to telephone conferences. Do you always have the feeling that you convince or inspire your dialog partner on the other end of the line?

In this seminar you will learn how to convince on the telephone; In hand with actual practice and effective exercises! Use the enhanced communication and rhetoric on the phone gaining in this seminar, in your everyday life. We tailor our seminar to your needs and requirements of your operations and tasks.

### Content

Because the contents of the seminar will vary due to the individual needs of the participants, the following list is only a potential guide. We are looking forward to consult you in advance which content will be beneficial for you.

#### Analysis of your strengths and weaknesses

- How you can communicate properly on the telephone
- Different approaches in different situations — from the sales talk to customer complaints
- Transforming negative conversations into positive
- Responding to the need of your dialog partner on the other end of the line

#### The levels of rhetoric

- From the rate of speech to pronunciation
- How you can utilize the specific characteristic of human perception
- The right use of the voice

#### Structuring, preparing and leading telephone calls

- How to prepare and execute telephone calls
- How you can direct someone's attention
- The proper choice of words and rhetoric tricks
- Training repartee

#### Modern challenges

- Specific difficulties with telephone conferences and the handling of modern technologies

#### Sustainability

- Individual counseling and development of strategies that ensure the maintenance of the trained content

**Individual feedback and a lot of practical exercises!**

### Details

#### Target group

This seminar addresses leaders as well as employees.

#### In-house

You are welcome to book this seminar also as an in-house event. For more information, please contact us directly.

#### Venue

Whether in your office (in-house), a requested conference hotel or in one of our offices in Augsburg or Berlin — we tailor this seminar to your needs.

#### Seminar instructor

KonKoMa Solutions offer coaching and seminars for individuals, groups and departments.

The seminar instructors are all highly qualified experts in the areas of psychology and economics and have many years of consulting and seminar experience.

#### Language

German  
English

#### Date

On request.