

Positive Communication Training



Whether you deal with customers face to face, on the phone, online or in writing, positive business communication will help you encourage repeat business, happy customers and improve your sales conversion.

Good Business Consulting can conduct a short training workshop for you and your staff to assist in communicating with your customers and potential customers more positively.

This workshop covers:

- Telephone techniques (successful call openings and closings) and reception manner
- Active listening skills & how to overcome listening barriers
- Positive and negative language
- How to deliver bad news
- Talking about your business in a way that best positions your business
- Rapport makers and rapport breakers
- Open and closed probes

Positive Communication Training is tailored your organisation. Contact us to organise a workshop that best suits your needs.



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