

Voice Coaching for Telephone Professionals

Our **Voice Coaching for Telephone Professionals** will help give you the edge in all your business communications.

You will learn how to use your voice to influence and engage your listener. Importantly, you will learn how people listen and how they take in information, helping you better understand how to make your calls more effective. Whether your role is to sell, give information or field difficult calls you will be armed with more tools for business success.

"Excellent! I absolutely loved it - absolutely great to learn and discover so many things about the voice and its impact. Kate is knowledgeable and there was a good balance of theory and practical. She was attentive to detail - feels like a 1-2-1 even with everyone else there."

Customer Service Team, Eurostar



We won't try to change who you are or how you speak, (unless you want to) but an effective telephone manner might require you to make small tweaks in your delivery to help your calls be more effective. Sometimes just small changes can have a dramatic impact on how you come across on the phone.

Our Voice Coaching for Telephone Professionals can include:

- Understanding the power and impact of our vocal communication
- Learning how to make the most of your voice for making and fielding calls
- How to use your voice with greater flexibility for influencing selling and building rapport
- Ensuring excellent clarity and the right speaking pace to engage your listener
- Helping you vary your tone to achieve the right business message e.g. friendliness, helpfulness, assertiveness, authority, re-assurance etc.
- Understanding how people listen and take in information
- Managing your personal state: breathing, posture and calming techniques for managing difficult calls
- Tackling any individual issues: e.g. managing stress, clarity, sounding more authoritative etc.
- Recording and assessing your present telephone delivery style
- How to look after your voice to fulfil H&S guidelines.

How it Works

All our Voice Communication Coaching is tailor-made to serve your business brand and objectives. We will adapt the level of content according to the experience level of your team.

After an initial conversation with you we will submit a proposal for your bespoke programme. This may be one session or an agreed series of sessions. We can deliver group training or one-to-one coaching. Training will take place at a mutually agreed venue, although on-site with access to telephones is useful for practice exercises.

We have honed our business voice communication coaching skills over fifteen years, working with clients from FTSE 100 companies to SMEs, from engineers to professional services.

Our Approach

Our approach is primarily a 'get-up-and-do' practical one, focussing on the 'how-to' to give clients tangible ideas to put into practise. Our niche expertise works well built into in-house or externally provided sales, management and leadership programmes.

Do get in touch to see how we might be able to help you either by calling us on **+44(0) 1332 727305** or send us an email: info@katelee.co.uk

Our Experience

Kate Lee is an experienced business coach specialising in voice communication, speaking skills and personal presence. Kate has worked with many companies specialising in telephone sales and in-house customer service.

"Kate provided training in voice communication...more than a hundred managers from Eurostar took part in the programme. Kate was an absolute pleasure to work with: creative, dedicated, reliable, and a real inspiration to all those who took part in her courses."

Guy Raybould, L&D, Eurostar International Ltd

"I believe Kate's personality (confident, calm knowledgeable) allowed me to enjoy and take in all the key points in the course."

Team Leader, Customer Service, Norwich Union/Aviva

"Kate Lee is a wonderful voice coach. As a busy and often stressed journalist, the voice is often the last thing you think about. She made me understand just how important it is, and gave me practical tips to help me improve. Her advice has been invaluable."

Katie Razzall, Presenter / Reporter Channel 4 News

"Excellent on breathing and voice skills. First Class." **Sales Director, Telephone Marketing**

"Excellent voice training. Kate got to the 'nub' of an issue based on not very much listening - this was quite impressive." **Presenter BBC Regional Radio**



About Kate Lee Communications

For over fifteen years Kate Lee has delivered voice communication, personal impact and influential presentation programmes to an impressive client list. Originally a professional actor, she was a pioneer of bringing voice and professional performance into the business context, focussing on the behaviours associated with excellent communication. Kate offers a unique skill-set: a voice specialist, a professional performer and an experienced business coach.

Business Training

Our Voice Communication and Presentation Coaching Programmes have helped a range of professional communicators, leaders, executives and entrepreneurs transform their communication style with stunning results.

Business clients include: Eurostar, Bombardier, Emcor, Natwest, EDF Energy, Tenon Group, Pfizer, EMDA, Business Link, Norwich Union/Aviva, East Midlands Trains, Aggregate Industries, BDO Stoy Hayward, several City & County Councils and dozens of SMEs and individuals.

"Kate has received universal acclaim from our corporate clients whose time with her achieved results ranging from a significant polish to a total transformation."

Clive Hook, Clearworth: (Leadership Programme Director, EDF Energy)

Broadcast Training

Kate Lee is also an established coach for the UK broadcasting industry, where she has trained hundreds of radio and television presenters and journalists for the BBC and throughout the independent sector from new talent to evening news presenters.

Broadcast clients include: BBC Radio & TV, ITN, ITV, Channel 4 News, LBC, Heart fm, Capital Radio, Smooth Radio, Classic fm, Talksport and dozens more independent stations.

"Kate is great. She instantly helped me identify what I needed to do to improve my voice, and how to do it. A delight to work with." **Keme Nzerem, Channel 4 News**

Kate Lee Communications Training and Coaching includes:

- Influential Communication Coaching**
- Business Presentation Skills**
- Lead & Manage with Impact & Influence**
- Raising Personal Presence & Impact**
- Executive Voice Coaching for Leaders and Entrepreneurs**
- Professional Voice Coaching** for Broadcasters, Telephone Professionals, Public Announcements, Trainers, Coaches & Teachers. Bespoke Programmes
- Public Speaking**
- Career & Interview Coaching**

