

# CREATING OPPORTUNITIES BY PHONE



## ***Follow Our STEP-BY-STEP Professional Call Structure for Guaranteed Outcomes in Welfare to Work and Work Based Learning***

For those working in the Welfare to Work, Social Care and Work Based Learning industry communicating by phone has become an important and unavoidable element of the job. By engaging successfully with employers on the phone it has become the key method of identifying jobs and training opportunities for the customers and employers you work with. Many training opportunities, apprenticeships and jobs are still not routinely advertised so it's critical that you uncover what's out there and this is done primarily by telephone.

Yet countless opportunities are lost when calls are made incorrectly. A bad phonecall tends to lack structure, has no objectives and little focus. And what results is rejection and excuses from the employer and embarrassment and nil achievement on your part. How you come across on the phone is critical to your objectives. Make a good first impression and you're through to the next stage, make a poor impression and you'll be met with a resounding 'No thanks.' **Does this sound familiar?**

The key is to get your phonecall **RIGHT FIRST TIME** and this course will put you on the path to telephone success by revealing how to follow our *Professional Call Structure*.

The Creating Opportunities by Phone Course is aimed at anyone who would like to refresh or develop their telephone skills when trying to gain outcomes for jobs, placements, apprenticeships and training opportunities.

You will learn how to avoid some of the most common mistakes when making **your first call**.

On the course we will address typical barriers raised by potential employers. These include objections like "we're not interested," "we use another provider," "no vacancies," "we already train in-house," "we haven't got time to train an apprentice" and many others.

This is a highly interactive course that gives individuals the opportunity to try out the techniques they've learned throughout the day.

We guarantee to present you with a Professional Call Structure that WILL increase your results straight away. You'll complete the course feeling so much more confident!

Our past and present clients include: Shaw Trust, CDG, Mencap, Babington Business College, Scope, Work Solutions, Nottingham Trent University, 3aaa, Reed NCFE, learndirect, ESG, Advance, Babcock, Portsmouth Council, G4S Partners, Serco Partners, i2i, Prospects and many more.

1 or 2 day options, including giving delegates the opportunity to make 'live calls' during the training.

## **OBJECTIVES**

This training will enable delegates to:

- Understand how to approach employers **correctly first time** using a **Professional Call Structure** that encourages **engagement** rather than rejection on cold calls.
- Understand the key ingredients to 'opening a call' and gaining positive attention.
- Overcome common objections with ease.
- Manage time more effectively when carrying out employer engagement tasks.
- Learn how to gain credibility from employers by using active listening skills.
- Increase conversions due to more effective closing techniques.
- Recognise the importance of building long-lasting relationships with employers.
- Deal confidently with gatekeepers and receptionists.

## **Who the course is aimed at:**

Any person new or experienced working on an employability or skills contract. Individuals who phone employers to identify apprenticeships, job opportunities, training or work placements.

## **In company**

This course can be delivered at any area in the UK. Please email Audrey Bodman at [audrey@outshinegroup.co.uk](mailto:audrey@outshinegroup.co.uk) for further details.