The Durban Chamber of Commerce and Industry invites you to a workshop on:

Professional Telephone Techniques

Presented by:
Glenda Slade

Glenda Slade comes from a background in theatre, radio and newspaper. It is her passion to help people improve their communication skills.

We all have the need to speak on the telephone at some time in our respective businesses.

This workshop will show you how to:

- Use your voice effectively, clearly and with confidence
- Listen effectively to your caller
- Take control of every call in a professional respectful manner
- Handle difficult angry callers, form both sides
- Receive, transfer and handle incoming and outgoing calls
- Be professional in front-line management.

Tuesday, 20 August
09h00 to 13h00

Costs:
Members: Half day (4 hours) R550 per person, R500 for 3/more, R450 for 5/more
Non-Members: Half day (4 hours) R700 per person, R630 for 3/more, R560 for 5/more
Prices exclude VAT

Ground Floor Chamber House, 190 Stalwart Simelane Street
[Google Map](#)

CLICK TO APPLY

**Difficulty with the application form? email booknow@durbanchamber.co.za
or call 031 335 1028**