

HRDF  
CLAIMABLE

# Richard La Faber's **POWER VOICE**

## FOR CALL CENTRE PROFESSIONALS

Highly practical & engaging workshop to develop the key vocal skillsets & mindset, producing greater impact & influence over the phone.

The phone has become such an integral part of our 21st century living and customers have grown to expect a quality phone support in the products and services your company provides. Knowledge expertise and meeting SLAs are enough to meet the minimum level of expectations from the service industry, but the ability to influence and engage using just the voice is the edge you need to set your company ahead of the competition.

**Verbal Influence** and **Vocal Impact** is the key expertise of the Man with the Golden Voice, *Richard La Faber*. Being a voice talent, with training and coaching many others for the past 30 years, Richard has found the formula to help anyone develop their Power Voice, especially over the phone.

From improving clarity to enhancing tone, from eliminating over-high nasality to sounding monotonous, Richard share tips, tricks and techniques on how to sound better, more convincing and influential. With their voice as their key asset, your call centre agents can diffuse tensed situations, cross-sell more effectively and develop a strong relationship with your customers just over the phone.

### ALSO by RICHARD LA FABER

20  
JUN

#### THE LEADER'S VOICE

Targeted at senior level management and leaders, this workshop has advance techniques to enhance the influence to greater heights.

### WORKSHOP BENEFITS

- **Discover** how to channel your **Power Voice** through any phone conversation
- **Develop** a rich, expressive and commanding voice
- **Overcome** common speaking problems like mumbling, soft-spokenness, high-pitch, nasality and more
- **Put Power** into your speaking voice
- **Boost** self-confidence
- **Communicate** effectively
- **Speak** clearly and distinctly
- **Convey** your thoughts objectively
- **Sound** interesting and engaging to anyone
- **Earn** respect and trust
- **Become** influential and charismatic over the phone

### WHO SHOULD ATTEND THIS WORKSHOP?

- Call Centre Agents
- Team Leaders & Supervisors
- Internal Trainers
- Customer Service Executives
- Call Centre Managers
- *Anyone who spends the majority of their work time over the phone!*



*This public workshop can be customised as an in-house solution for your company with additional modules on achieving service excellence, increasing cross-selling performance and effective accent reduction.*

A program by

*La Faber Academy*

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# Richard La Faber

*Communications Consultant, Motivational Speaker, Corporate Trainer, Hypnotherapist, Lecturer, NLP Practitioner, Radio Personality, Master of Ceremony, Voice Actor, Vocal & Presentations Skills Coach, & Writer.*

Driven by his passion to inspire audiences and encourage them to live their dreams, combined with 30 over years working in the Radio, News, TV and Education industry, Richard is well known for his dynamic presentations that consistently earn him awesome reviews. His unique ability to adapt to participants from all walks of life allow him to reach out to a wide spectrum of audiences, from corporate leaders to cleaners, ministers to mothers, academics to students, teenagers to pensioners, celebrity to commoners!

Richard is equally at ease with inspirational keynotes, high impact workshops, in-house training, learning luncheons, dinner talks and skills coaching. His stage charisma, enthusiasm and zeal to share his knowledge, backed by personal real life stories, leave participants and audiences with a desire to expand and extend themselves, to be the best that they can be.

## WORKSHOP OUTLINE

### 0930 | Introduction

- Getting To Know Me
- Fact Or Fiction
- Methodology
- Power Voice over The Phone

### 1030 | Preventive & Remedial

- Vocal Diagnostics
- Daily Exercises
- Good, Bad & Ugly Of Food/Drink

### 1115 | Daily Warm Up

- Vocal
- Mental
- Physical

### 1200 | Preparing To Speak

- Diaphragmatic Breathing
- Voice Box Placement
- Tuning The Ear

### 1300 | Lunch & Business Networking

### 1400 | The Confident Voice

- Optimum Pitch
- Rich Resonance
- Melody

### 1430 | The Influential Voice

- Binaural Influence
- Power Phrasing
- Vowels & Consonants

### 1500 | The Expressive Voice

- Using Metaphors
- Telling Stories
- Laser Focus

### 1530 | The Clear Voice

- Clarity
- Projection
- Accents

### 1600 | Supporting The Voice

- Vocal Mind-Set
- Using Gestures
- Grooming For Voice

### 1630 | Final Exercises

- Articulation
- Remedial Recap
- Daily Recap

*\* Trainer may shift the structure to ensure the dynamism of the training experience, on-the-spot coaching and Q&A*

## PARTICIPANT'S DETAILS

Name: \_\_\_\_\_

Job Title: \_\_\_\_\_

Company: \_\_\_\_\_

Office No.: \_\_\_\_\_ Mobile No.: \_\_\_\_\_

Email: \_\_\_\_\_

## TERMS & CONDITIONS:

1. Seat(s) for the participants will be confirmed upon receipt of a completed registration form/email reply to [training@ignitiative.com](mailto:training@ignitiative.com) and full payment. 2. Payment must be received 21 days prior to the start of the training program. 3. For cancellations, if written notice is given more than 10 days prior to the event, a substitute can be nominated at no additional charge. However, if there are no substitutes, or if written notice is received 10 days prior to the training, the organizer reserves the rights to charge 50% of the total investment as a cancellation fee. 4. Participants who walk-in on the event day will be charged the full fee, and can only be admitted if there are still seats available. They are also not eligible to enjoy any special bonuses offered.



## WORKSHOP FEES

Normal Price: RM980/pax

*Special Introductory Offer!*

**Be The First 10 To Register & Pay Your Price Will Be Only RM480!**

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## WORKSHOP DETAILS

Date: Friday, 18<sup>th</sup> JUL '14

Time: 9.30am to 5pm

Venue: The NeoOne Academy  
40B, 2nd Floor,  
Jalan Tun Mohd Fuad,  
TTDI, Kuala Lumpur

**LIMITED SEATS!  
REGISTER TODAY!  
CALL/SMS  
016 225 2500  
[grow@plaseed.com](mailto:grow@plaseed.com)**

## PAYMENT DETAILS

CASH or CHEQUE DEPOSIT

Bank: **Maybank**

Acc. No: **5-12763-11510-6**

Acc. Name: **PLASEED TRAINING**

Please fax payment slip to  
+603.6204.5741 or scan & email to  
[grow@plaseed.com](mailto:grow@plaseed.com).