

Boosting Employer Engagement By Phone.

Overcoming 6 common phone challenges.

This **bitesize 90-minute session** will equip employment advisors [or any individual contacting employers] to approach employer calls more strategically, with the objective of identifying viable job opportunities for the customers they represent.

We will closely examine the 6 most common mistakes that can sabotage phone success and detail actionable best practices to overcome them. Individuals will walk away with tailored action plans for transforming their employer engagement call activity through more confident and compelling conversations.

The emphasis will be on developing and honing techniques individuals can apply immediately back in the workplace to deliver better customer job and training outcomes.

Please arrive with a pen and paper as this session is fast paced and information rich.

What is included to join this interactive 90-minute session:

- Includes virtual access and PDF copy of slides. This event is held on ZOOM.
- Open to all individuals working within the welfare to work, social care and skills sector.

Fee: £45.00 + VAT. Payment required in advance.

Date & Timings

- Tuesday 21st May 2024
- Wednesday 12th June 2024
- Tuesday 17th September 2024

Choice of morning **9.30am-11am** or afternoon **1pm-2.30pm**

How to Book

You can book your place by emailing audrey@outshinegroup.co.uk or contacting 0785 5213591.

Registration

All attendees will be sent a confirmation of booking and a welcome email. Please ensure an email address is supplied.



Mobile: 07855 213591
Website: outshinegroup.co.uk
Email: audrey@outshinegroup.co.uk



Who is your trainer?

Background of Audrey Bodman your trainer.

- An established Telephone Skills and Sales Trainer and Coach for over 30+ years within the Welfare to Work, Employability, Social Care and Skills sector.
- Her specialist areas are Employer Engagement, Sales, and Customer Service.
- She's a dual practitioner-trainer, which means she still conducts making new and cold calls herself. This enables her to incorporate current best practices into trainings, while also empathising first hand with the real challenges faced by teams making employer engagement calls.
- She's still an active volunteer supporting the unemployed.



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