

## **Train The Trainer- Voice and Accent Training**

**Duration 16 Hours**

### **Module -1 Key Topics & Training Methodology**

- Mother Tongue Influence
- Understanding Important Topics to cover ( TNA )
- Practicing Pronunciation with Activities
- Teaching Importance of Intonation & Word Stress
- Focusing on Importance of Pause and Ways to Remove Fillers
- Activities to Practice Flow
- Motivational Videos & activities ( Peer Recognition) for Learners
- Lesson on Indianism
- Getting Rid of Indianism
- Common Communication Challenges in BPO
- Evaluation Methodology
- Entry & Exit Tickets

### **Module -2 Online Facilitation Platforms & Activities**

- ( A brief discussion about various platforms that can be used to engage with learners will be focused.)
- Mock Sessions
- Gamified Versions ( Free)

### **Module -3 Trainer's Effectiveness**

- Student Engagement Matrix  
( A well detailed action plan for a successful training methodology will be shared. )
- Handling under involved and over involved learners
- Techniques to give Feedback ( Indirect & Direct ) ( Virtual Platform)

### **Module -4 Culture Sensitivity**

- Different Tips and Tricks for interaction
- Focus on cultural difference between UK, USA, African, South Asian and Indian Natives
- Global Persuasion Behavior
- Understanding Different Accents

### Module -5 Sharing Resource Bank

( A library of audio and video resources will be shared to be reused for further training sessions and ensure dynamic visual impact.)