

KOENIG SOLUTIONS • COURSE OUTLINE

Voice & Accent: Neutral Accent & Pronunciation

Learn to neutralise accent and refine pronunciation while building effective verbal and non-verbal communication skills.

2 Days

16 HOURS

33

TOPICS

COURSE OVERVIEW

This is a plan for a 2-day program for 8 hours each day. All the sessions are activity-based and backed-up with videos and practice handouts.

WHO THIS COURSE IS FOR

Call Center Agents

Customer Support Executives

Corporate Trainers

Front Office Staff

Business Professionals

LEARNING OBJECTIVES

Objective: At the end of the Session, the participants will be able to understand and begin to implement the concepts of:

- Effective Communication Styles
- Positive gestures and behaviour at workplace/Trainings
- Positive body language

TRAINING APPROACH

All the sessions are activity-based and backed-up with videos and practice handouts.

33 Topics

DAY 1

Voice and Accent Neutralization

8 hours

TOPICS

- Identifying MTI
- Tips to practice Vowels and Consonants
- Tips to practice pronunciation and enunciation using neutral accent

USE OF THE FOLLOWING ELEMENTS OF SPOKEN ENGLISH TO PRACTICE NEUTRAL ACCENT

- Pausing
- Rate of speech
- Clarity
- Volume, Tone and Pitch
- Listening exercises to understand the meaning with the key words (for different accents)

DAY 2

Impressive Communication

8 hours

TOPICS

- Importance of Verbal and Non-verbal communication

Principles of Effective Verbal Communication

TOPICS

Clarity · Rate of Speech · Tone · Volume · Pronunciation · Emphasis · Fillers · Do's and Don'ts

Principles of Effective Non-Verbal Communication

TOPICS

Hand Gestures · Facial Expressions · Eye Contact · Smile · Overall Body Language · Do's and Don'ts

Assertive Communication · Effective Listening Skills

Assertive Communication Style

TOPICS

Euphemism · Words are Important · Persuasive words · Effective Phrases

Paraphrasing and Summarising

Listening Skills

TOPICS

Active and Passive Listening · Listening Cues · Empathetic Listening

NOTES

- Closing: Break the Pattern with a Light Humour!

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training

Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

Visit koenig-solutions.com

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