

Train the Trainer: Voice & Accent

Learn to train voice and accent skills, from pronunciation and intonation to cultural sensitivity and feedback techniques.

16 Hours

DURATION

5

MODULES

22

TOPICS

COURSE OVERVIEW

This course covers key voice and accent training topics and methodology, including mother tongue influence, training needs analysis, pronunciation, intonation, word stress, pause, filler removal and Indianism, along with evaluation methods and entry and exit tickets. It then looks at online facilitation platforms, mock sessions and gamified activities for learner engagement. Trainer effectiveness is addressed through student engagement matrices, handling under-involved and over-involved learners, and feedback techniques on virtual platforms. The course also covers cultural sensitivity, including differences between UK, USA, African, South Asian and Indian natives, global persuasion behaviour, understanding different accents, and a shared resource bank of audio and video materials.

WHO THIS COURSE IS FOR

Voice and Accent Trainers

Trainers

BPO Trainers

Training Coordinators

Learning and Development Professionals

LEARNING OBJECTIVES

- Identify mother tongue influence and common Indianism patterns
- Apply pronunciation, intonation and word stress techniques
- Plan training sessions using training needs analysis
- Reduce fillers and pauses using targeted activities
- Evaluate learner progress using entry and exit tickets
- Compare online facilitation platforms and gamified activities
- Analyse student engagement using an engagement matrix
- Assess cultural differences and accents across regions

5 Modules, 22 Topics

01

Key Topics & Training Methodology

TOPICS

- 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

02

Online Facilitation Platforms & Activities

TOPICS

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

03

Trainer's Effectiveness

TOPICS

- 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)

04

Culture Sensitivity

TOPICS

- 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

05

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.

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.

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