

## Telcon (Telephone Conferences) Workshop

### Objectives

After attending this workshop, participants will be able to:

- Be familiar with the procedures for setting up and participate in telcons
- Argue a case persuasively and forcefully
- Avoid being bulldozed by native speakers
- Identify and resolve problems arising during the telcon

### Contents

- Ways of identifying and dealing with problem areas in telcons - unwillingness of employees to participate, poor sound quality, security issues etc.
- Guidelines for preparing for and participating in international telephone conferences
- Signing in
- Getting the vocal qualities right - clear pronunciation, the right volume, the right speed and tone, emphasising the key points
- Making clear and concise descriptions
- Expressing clear opinions, agreements and disagreements
- Using persuasive arguments and defending your position
- Ways to avoid being steamrollered by aggressive native speakers

### Methodology

- Experiential training - simulation of telephone conferences on range of business issues
- Conferences will be recorded with subsequent debriefing by the trainer
- Direct method - English only used in the workshop
- Learning by doing - one teleconference will include native speaker who is a stranger to the group (i.e. not the trainer)

### Target Group

Professionals who need to participate in international telephone conferences that are held in English.

### Prerequisite

Intermediate level of English (B1 on the CEF\*)

### Duration

3 days

### Number of participants

8

### Comments

Participants are encouraged to bring with them real examples of commentaries, reviews, analyses or reports. These may be in English or in German. They will serve as case materials for the above role-plays.

*\* CEF = Common European Framework of Reference for Language Learning and Teaching.  
Check your level of English with IBC's English fitness Check.*