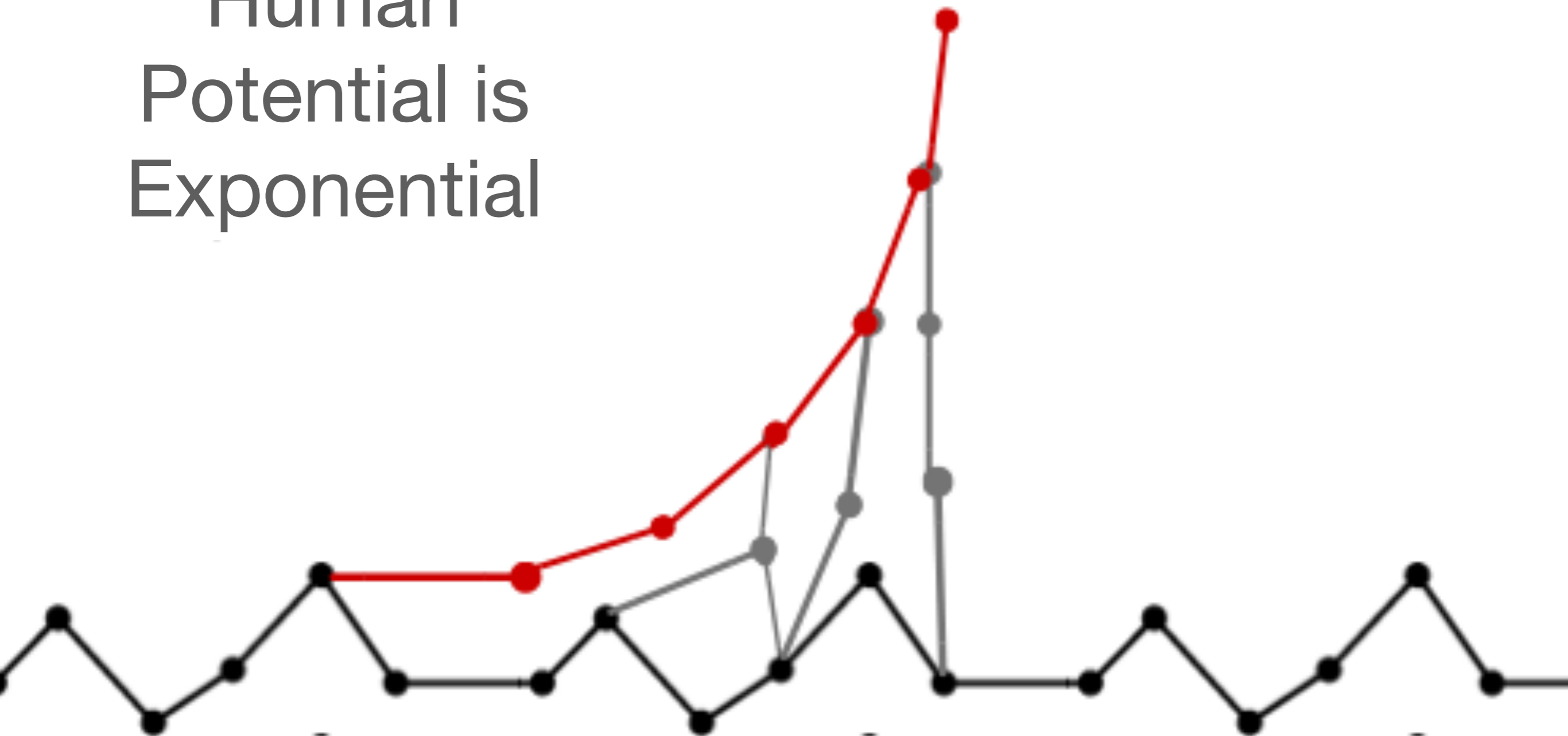




THE HIGH POTENTIAL INDIVIDUAL

ACCELERATION PROGRAM

Human Potential is Exponential





UNLOCKING HUMAN POTENTIAL

in teams drives performance improvement from within; boosts energy and activity; and promotes innovation.



HiPo Acceleration Program

provides a launchpad for talented individuals and teams to accelerate their personal development through Teamwork and Collaboration; development of Business Communications (speaking); Customer Service Mindset; and Mindfulness and Stress Management.

Teamwork and Collaboration

Co-ordinated teamwork towards a desired outcome

What is Collaboration?

Why is Collaboration so vital?

Types of Collaboration

Case Studies





POWERSPEAKING

Inform share information with
relevant audience

Inspire capture the imagination

Persuade convince to take action
or form an opinion

MASTERCLASS IN SPEAKING IN FRONT OF AN AUDIENCE

Confidence

The automatic expectation of
success

Let your

 Light  Shine

Customer Service

The act of taking care of the customer's needs by providing and delivering professional, helpful, high quality service and assistance before, during, and after the customer's requirements are met.

Customer Service Mindset

What is Customer Service?

Learn the principles of Customer Service and how Great Customer Service positively impacts the business and brand.

Who is the Customer?

Delegates will learn that everyone is a customer. Both internal and external.

Inspiring Stories

Discover examples of how global brands set the bar for Customer Service and how we too can achieve service excellence.

Brand Ambassador

Delegates will realise that everyone from the CEO to the receptionist has a vital role to play in promoting the brand values and participating in "service culture".



Knowledgeable | Helpful | Friendly



Confidence and Mindfulness

Experience superior performance and optimal decision making.



Focused Attention Is an Endangered Species

Mindfulness enhances resilience, emotional intelligence, empathy, creativity and mental focus.

Individuals and Teams experience superior performance and optimal decision making.

HiPo ACCELERATION PROGRAM 2019

4 x 1/2 DAY GROUP

Program	Content	Outcome
Teamwork Collaboration	What is Collaboration? Why is it so vital? Case Studies	An understanding of why teamwork and collaboration is so important for success in modern business and the basic skills to improve.
PowerSpeaking	Vocal Biz Card Great Introduction Content Model Preparation	Confidence and skills to “Inspire, Inform, Lead” through spoken communication either one-on-one or to groups
Customer Service	What is Great Customer Service? Inspire Service Mindset	Understanding CS Commitment to the team Develop Standard behaviour Team looks after themselves Motivation
Confidence Mindfulness	Relaxation Breathing Stress Management Positive Attitude	Learn the skills and techniques to remain confident and positive in high-stress environments.

Program Notes:-

The program combines practical skills essential for effective customer service in the Call Centre with voice and pronunciation basics that ensure a clear confident corporate voice to portray a positive brand image.

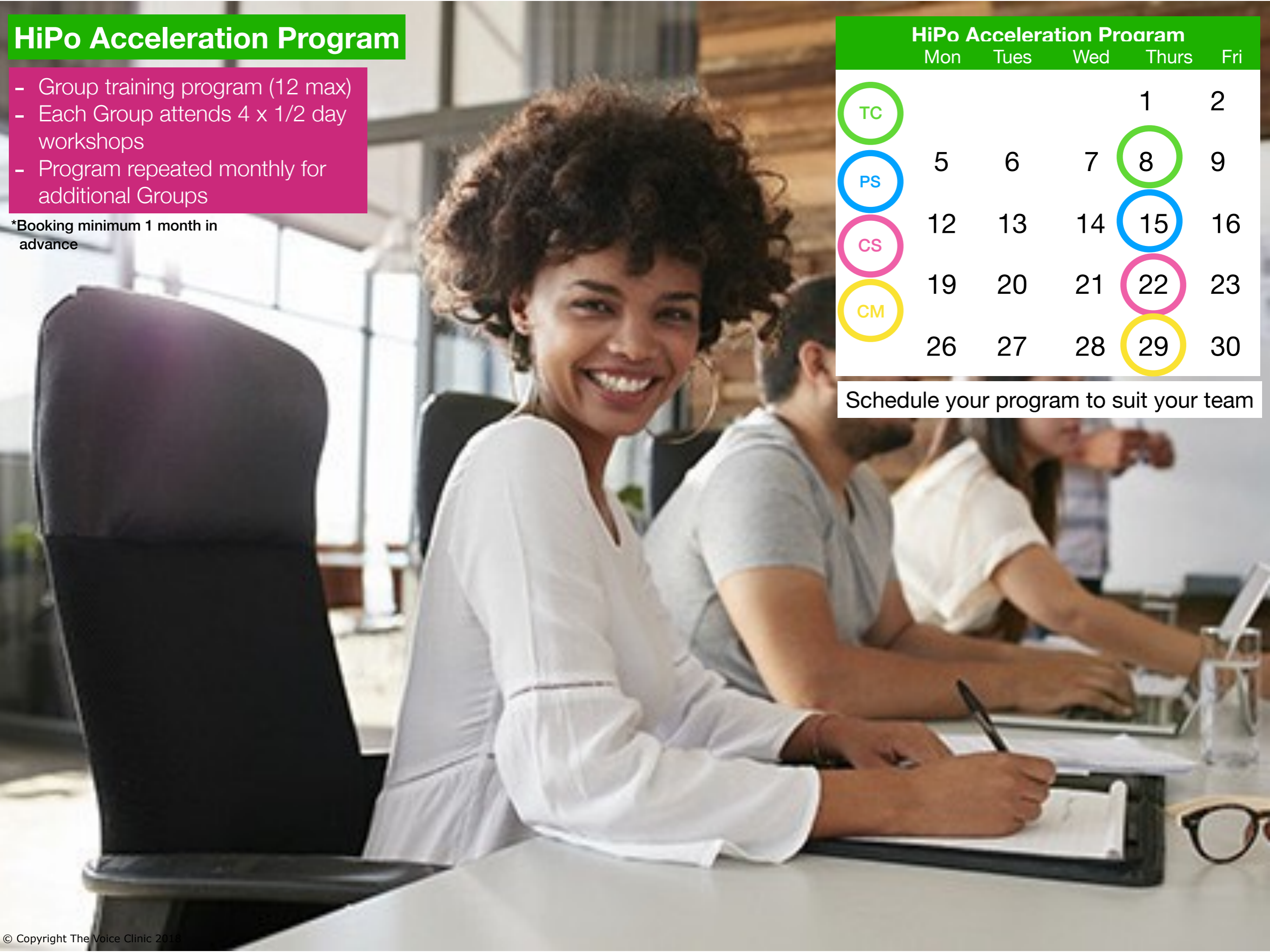
HiPo Acceleration Program

- Group training program (12 max)
- Each Group attends 4 x 1/2 day workshops
- Program repeated monthly for additional Groups

*Booking minimum 1 month in advance

HiPo Acceleration Program					
	Mon	Tues	Wed	Thurs	Fri
TC				1	2
PS	5	6	7	8	9
CS	12	13	14	15	16
CM	19	20	21	22	23
	26	27	28	29	30

Schedule your program to suit your team



The Voice Clinic Difference

As the 1st Training Company of its kind in Africa, The Voice Clinic is a global leader in professional communication skills training, with branches operating in Johannesburg, Pretoria, Cape Town & Durban.

Founded in 1988 by Monique Rissen-Harrisberg, The Voice Clinic has successfully led individuals and corporate groups to personal and professional empowerment, dynamic speech and new found confidence.

At The Voice Clinic, Internationally Trained, Professional Voice Coaches and Facilitators with over 580 years Combined Experience, are Committed to Delivering Programmes that ensure Exceptional Outcomes for Clients who Seek to Improve their Presentation and Language Skills.

The Voice Clinic is the only provider with the proven experience and capacity to deliver large-scale training interventions.

- We are a B-BBEE Level 2 Value Added Supplier.
- All Facilitators are highly trained, experienced and hold degrees in the field of speech therapy, speech and drama as well as medicine and psychology.
- Seta Accredited 093.



Be the Inspired Voice



The Voice Clinic

Celebrating 30 years of changing lives.

www.thevoiceclinic.co.za

Level 2 BBBEE company.

SETA Accredited 093.

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 30th Anniversary
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