

Let's get hiring.



ENGAGE programme

Doing Employer Engagement Right First Time

A 6-week online training course for the Welfare to Work, Social Care and Skills Sector, with 1-to-1 feedback delivered by Audrey Bodman.



About The ENGAGE Programme

ENGAGE is a 6-week online programme for individuals undertaking employer engagement in Welfare to Work, Social Care and Work Based Learning sectors.

Now, more than ever, picking up the phone is key to securing job and training opportunities for customers. However, many working within the sector have had no formal training in making 'cold calls' or employer engagement calls. The result? A workforce lacking in confidence and unable to generate opportunities for their customers in the current climate.

Sound familiar?

That's why we created the ENGAGE Framework.

Designed and delivered by expert telephone trainer and coach of 25+ years, Audrey Bodman, the 6-week ENGAGE programme aims to support individuals to become proactive in their roles, confident on the phone and clear on how to make the most out of every call they make.



Is This Course for You?

Do you use the phone to identify job and training opportunities for your customers?

Are you scared about cold calling employers out of fear of rejection?

Do you actively avoid making calls because of a lack of formal training?

Do you feel like you're making it up as you go along and wish you could get some feedback on your technique from an expert?

This training is for you!

Why choose ENGAGE?

If there's one thing we've learnt about employer engagement training, it's that one-day courses don't always cut the mustard. And generic, one-size fits all courses don't help you focus on the areas that you need to develop.

On the 6-week ENGAGE programme you get 1:1 PERSONALISED feedback that takes into account your current strengths, weaknesses and personal goals from a trainer with almost 3 decades of experience.

Rather than being left to navigate the course materials alone, your trainer is your accountability partner, providing encouragement and personalised support on your journey to improved confidence and better results.

...this training is for you!

**6 week
online
course**

Course Aims & Objectives

By the end of the 6-week ENGAGE programme you will:

- Feel confident and proactive about making new calls (and follow up calls) to employers
- Understand how to set realistic objectives and expectations for each call
- Be able to introduce yourself to key decision makers with the help of a tried and tested 4-step formula
- Know what kind of fact-finding questions to ask employers for the best result
- Master the art of staying in control of calls and how to effectively overcome employer objections
- Learn how to stay motivated and on track when things aren't going to plan – especially if you're working from home
- Know how best to present your customers to employers – no matter their background
- Understand how to gain commitment from employers with the help of strong closing techniques
- No longer shy away from using the phone to build strong employer engagement and create opportunities for your customers.

**Feel confident
and proactive
about making
new calls**



ENGAGE Training Packages

We want the ENGAGE Programme to be as accessible as possible. So, we've put together three training packages for you to choose from: ENGAGE ESSENTIAL, ENGAGE PREMIER, & TEAM LEADER OPTION

	ENGAGE ESSENTIAL	ENGAGE PREMIER	TEAM LEADER OPTION
7 x Training Modules (Delivered weekly)	YES	YES	YES
4 x 40-minute VIRTUAL Training Sessions delivered LIVE on TEAMS by Audrey Bodman	YES	YES	YES
1:1 feedback on submitted exercises	YES	YES	YES
1 x personalised coaching call	YES	YES	YES
Email support AFTER training	30 day FREE email support	60 day FREE email support	60 day FREE email support
Learning Platform to access materials 24/7	YES	YES	YES
Access to use the 'remote platform' for making 'LIVE' calls to employers	NO	YES	YES
Feedback on a minimum of 8 live calls coached [and graded periodically] remotely during the 6 weeks.	NO	YES	YES
Full access to all lesson plans and trainer checklists.	NO	NO	YES
Final Feedback	YES	YES	YES
Final Assessment	NO	YES	YES
Your investment	£395	£495	£695

Outshine Telephone Training & Resources are members of



Next steps; Get in touch and book your place

Next course starts Tuesday 23rd March 2021

Email: audrey@outshinegroup.co.uk | Call: 01157 750125

www.telephonetraininguk.co.uk

**Book
your
place
today!**