

# „Telephone Communication Training“ with Konrad Koach

This award winning E-learning training addresses a broad group of people – from pupils, call-center agents to persons who re-enter the labour market. Its main aim is to train the specific soft skills, required for effective telephone communication.

The Telephone Communication Training is based on the successful Webducation Learning System, which allows the user to interactively control the learning contents. On his/her tour through the didactical demanding training, the user is guided by the virtual trainer Konrad Koach® who explains and supports the user in a playful way. In contrast to other trainings, which are mainly text-orientated, the Webducation Learning System's main strength is the strong focus on audiovisual and interactive components.

The communication training is organised in three main parts, the dialogue, communication basics and questioning techniques and finishes with an exhaustive test. Optionally, the user can at anytime retrieve deepening information to each chapter. The time needed for the whole training, the practical examples and the test varies from 3 to 8 hours but the user decides on his/her own in how many turns he/she goes through the whole training.

The **didactic elements** of the telephone training are:

- 15 interim tests
- 6 practical examples
- Numerous recommendations and hints for practice
- 39 content deepening texts

The **learning goals** are:

- to develop a basic understanding to specific situations on the telephone
- To be able to identify the different steps of a telephone call and to react appropriately to them
- to be able to accomplish an efficient and successful telephone call
- to have a good command of customer-oriented rhetoric