



# vb TAPAS!

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A platter of tasty tapas – Mini, Maxi and Mega Lite Bites

Mini Bite: 1 – 1.5 hours

Maxi Bite 2-3 hours

Mega Bite 4 hours

## Voice Tapas

### Speaking Up

Understand and improve your vocal skills in day-to-day communication and public speaking

**Mini or Maxi (1.5 or 3 hours)**

### Speaking Up in Meetings: How to get your point across successfully

Make sure your voice is doing what it needs to for you to sound credible and secure – and then get in there and make that important point.

**Mini or Maxi (1.5 or 3 hours)**

### You're Hired! You're Fired!

#### Polishing Your Pitch (groups)

How to prepare to deliver your pitch. What information do you need? How to prepare voice, body language and focus.

Working as a team - The pitch sequence. **Maxi (3 hours)**

#### Creating the Right Impression ...to clinch the deal

How do we know when someone is relaxed and confident?

What makes us think we can trust them with our business?

Short course to help your team come over as confident, relaxed, energised & knowledgeable, to clinch the deal, post-pitch.

**Maxi (2-3 hours)**

#### Interview Performance

Communicate to succeed in interviews (small group or 121)

It's hard to shift a poor first or even second or third impression.

Make sure you look and sound the part, listen when you need to and speak when it's appropriate. Including how to prepare for competency based questioning. **Maxi (2-3 hours)**

## Unforgettable Presenting

### Making Memorable Presentations

Lite Bite which concentrates on how to structure and shape what you say, memorably. What's in it for your audience? Tap into your own imagination. Use narrative and imagery. Dare to be a bit different.

**Maxi (3 hours)**

#### Speak Up in Meetings

*Really informative and I picked up a lot of practical tips. I would recommend this training to anyone who has to do any kind of public speaking. This was the best and most relevant staff-development seminar I have attended.*

**Dr Sheila Dickson,  
Senior Lecturer  
University of Glasgow**

#### Polishing Your Pitch

*The training provided to my team by Cordelia Ditton was excellent. The session was fun, interesting, relevant and interactive.*

**Richard Crowhurst,  
Partner, Hymans  
Robertson LLP**

## How to Give Difficult Messages

Nobody likes to be the bearer of bad news.

This Lite Bite helps you do so sensitively, straightforwardly and effectively.

**Maxi (3 hours)**

### Face to Face

#### Personally Speaking

Build your self-confidence, enhance your status and look and sound credible.

Hold your own whilst interpreting what others really mean and answer tricky questions without becoming stressed.

**Maxi (3 hours)**

#### Small Talk : Big Talk

Superficial surface talk or putting others at ease and oiling the wheels of communication? How can you create the right impression, when meeting clients? Listening, use of language, understanding how others think.

**Mini or Maxi (1.5 or 3 hours)**

### Networking

#### Stepping Out : Productive Networking

How it works and how to make the most of it. The magic vb formula revealed!

Full works to part of networking event.

**Mini, Maxi or Full day (1½ hour, 3-hour or full day)**

### Webinars

#### Winning Webinars

Sounding clear, expressive and interesting is vital if people can only hear you.

Control pace, relax and sound spontaneous, even if reading off a page.

### Personal Impact

See: **Personal Training**, which can cover a whole range of confidence-building exercises.

#### Personal Impact & the WOW Factor

What makes you special? Makes you stand out from the crowd

How can you make a positive impression. How do you increase your WOW factor?

Great fun for Awaydays, with a deep message too.

**Maxi or Mega (3 or 4 hours)**

#### Difficult Messages

*This course was ideal in preparing me for the difficult message that I was soon to deliver. It helped me think about the person due to receive the bad news and how to ensure they heard the correct message*

**Derek Twaddle,**  
Senior Manager, RBS

#### Stepping Out

*I found the training to be very beneficial in helping me to develop an ability to open and maintain communications with strangers. The 'message' was delivered and absorbed in an atmosphere of humour and fun. Highly recommended.*

**David Simpson,** Head  
of Technical Services,  
Glasgow School of Art

#### Personal Impact & the WOW Factor

*The most interesting, informative and fun event I have attended in a long time...showed us how to make a positive impact in our everyday lives with confidence. The session also taught us how we can positively affect others we meet to make them feel comfortable. I came away from this event with a spring in my step, feeling much better about myself and how to deal with everyday situations both in work and in my personal life.*

**Mhairi J Anderson,** Media Officer, Corporate Communications & Public Affairs, South Lanarkshire Council

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**We don't teach you your business – we teach you ours**