



## Effective Telephone Conversations (RING)

### WORKSHOP PROGRAMME

#### ZOOM

Morning Session	Agenda
09.45	Registration & Coffee – orientate to ZOOM
10.00	House Keeping, Introductions and Working Agreement
	Presentation <ul style="list-style-type: none"><li>• Group discussion</li><li>• Listening activity</li></ul>
11:20	Coffee
	Key communication skills Introduction to call structure R.I.N.G
	Unfinished business & Learning Outcomes
13.00	Close