

# Clear Talk Solutions

**Clear calls, Calm Customers**



Confident, calm, and clear on every call—  
practical training for real customer challenges.

## **One Day Workshop**

- Interactive, hands-on training with realistic call scenarios.
- Builds confidence and practical skills for handling misunderstandings, irate customers, and diverse accents.
- Enhances communication and clarity while providing a safe, supportive learning environment.

# CLEAR TALK SOLUTIONS

## One Day Workshop

**09:00–09:30**     **WELCOME & AWARENESS WARM-UP**     Activity: “The Broken Message”  
Debrief discussion

**09:30–10:30**     **HOW MISUNDERSTANDINGS HAPPEN**     Mini Input (Spoken, visual)  
Activity: Same Words, Different Meaning  
Activity: Customer Brain vs Agent Brain

**10:30–10:45**     **BREAK**

**10:45–12:00**     **ACCENTS, SPEED & “PHONE ENGLISH”**     Activity: Accent Reality Check  
Activity: The Power of Asking Again  
Activity: Speed Control

**12:00–13:00**     **LUNCH**

**13:00–14:30**     **HANDLING IRATE & EMOTIONAL CUSTOMERS**     Activity: Anger Is Not About You  
Activity: What Makes It Worse  
Core Tool: CALM Framework

**14:30–14:45**     **BREAK**

**14:45–16:00**     **REPAIRING CALLS & ENDING STRONG**     Activity: The Recovery Moment  
Activity: The Last 30 Seconds

**16:00–16:30**     **CONFIDENCE TOOLKIT & WRAP-UP**     Take-Home (Minimal Writing)  
Activity: What I Can Control