



TRAINING & COACHING

COMPANY

OVERVIEW



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FRONTLINE & CX COMMUNICATION | RECRUIT ONBOARDING | LEADERSHIP DEVELOPMENT

CONTENT

- Introduction & Pricing
- Business Communication Skills Training
- Leadership Development & Coaching
- New Appointments & Onboarding
- B-BBEE Accredited Training Programmes
- Trends Analysis & Contact Info



OUR COMPANY BY THE NUMBERS

Build stronger skills across your team.

Create a workplace where your people grow with purpose, performance lifts, and your business moves forward with confidence, momentum, and shared ambition



Scan here to see our reviews on Google!



4.9 star rating on Google Reviews

23 certificates & awards won

19 countries we've worked in

65 cities we've worked in

117,023 people trained & coached globally

Custom-design training workshops, courses & programmes for all areas of your business, at all experience levels.

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"WE'RE ONLY AS GOOD AS OUR LAST SESSION"

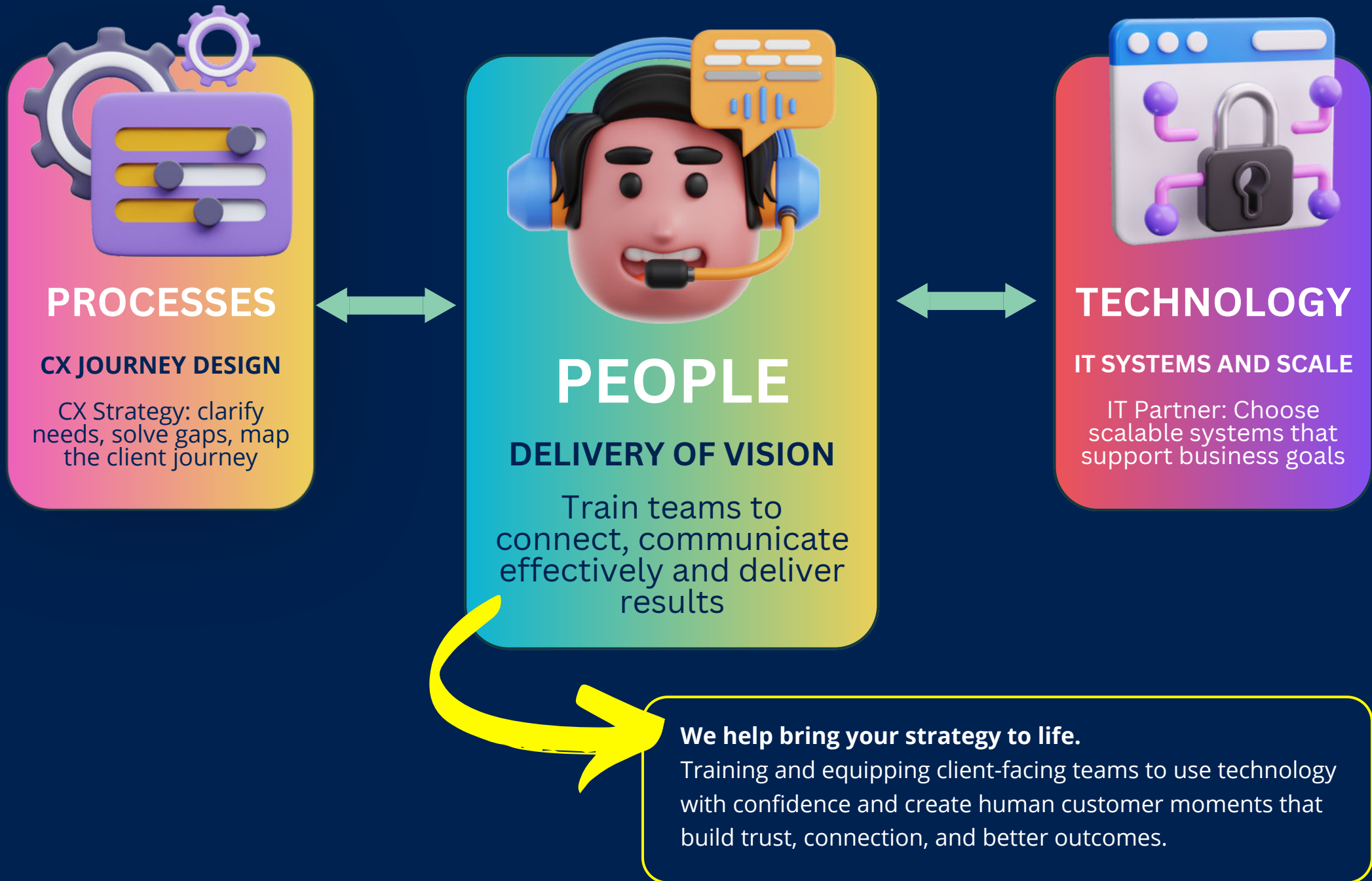
WHAT OUR CLIENTS SAY

A collage of Google reviews for 'Coach On Call' featuring a central banner that reads "WHAT OUR CLIENTS SAY". The collage includes various 5-star reviews from clients like Jeanelle Connolly, Anand Dhungav, Etienne Leon, Dave Stolp, Emma Doughty, Joshua Oncker, Chad Rudolph, Saffron Poobalan, Malani Mistry, Greg Dales, Raghavendra D K, Cindy Adriaans, Jennifer, Dalain Pillay, Sean Duggan, Amahle Kunene, and others. A "BEST REVIEW" badge is placed on the review from Sean Duggan. At the bottom right, there is a QR code and a text box that says "Scan here to see our reviews on Google!".



WHERE WE FIT INTO CLIENT EXPERIENCE

OUR CX ROLE



OUR SKILLS TRAINING & COACHING

HOW WE WORK



1

DISCOVERY

Our initial phase involves identifying areas of challenge or skill gaps through a comprehensive discovery call. This strategic approach enables us to gain insight into potential solutions and subsequently present you with the most tailored and effective solution available.

2

SOLUTION

Our next step involves presenting you with a range of solutions to address the identified challenge areas. We will outline timelines, anticipated outcomes, delivery methods, expectations for knowledge transfer, and our availability to deliver.

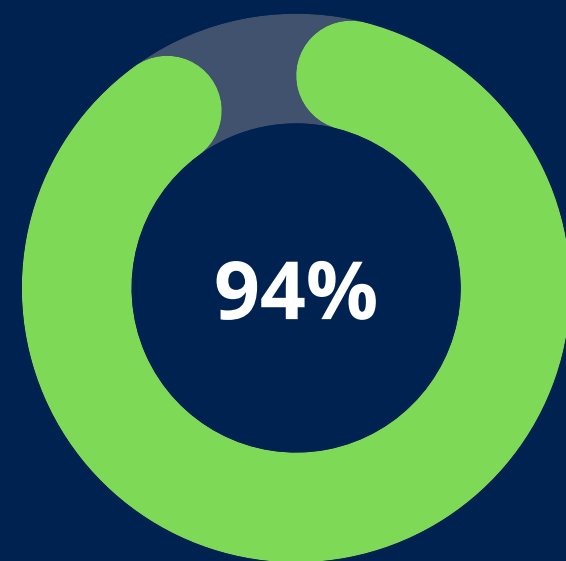
3

DELIVERY

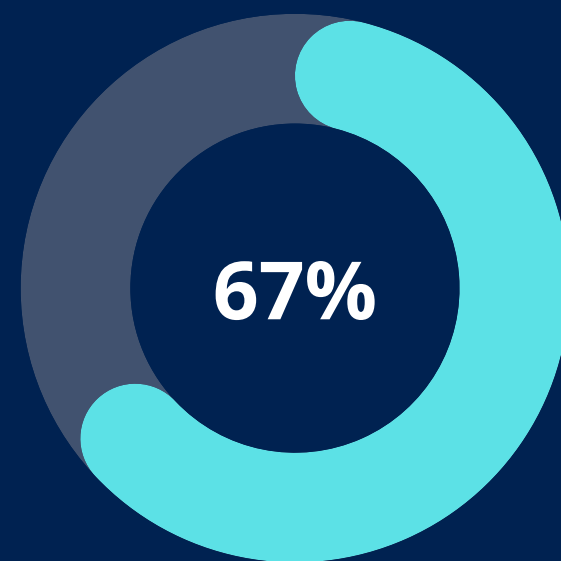
Ultimately, we commence the programme, be it coaching or training, with a strong emphasis on engagement and support. Our approach is designed to be highly engaging for active participation and knowledge retention, guaranteeing transfer rates to fulfil your expectations and predetermined objectives.

OUR SKILLS TRAINING & COACHING

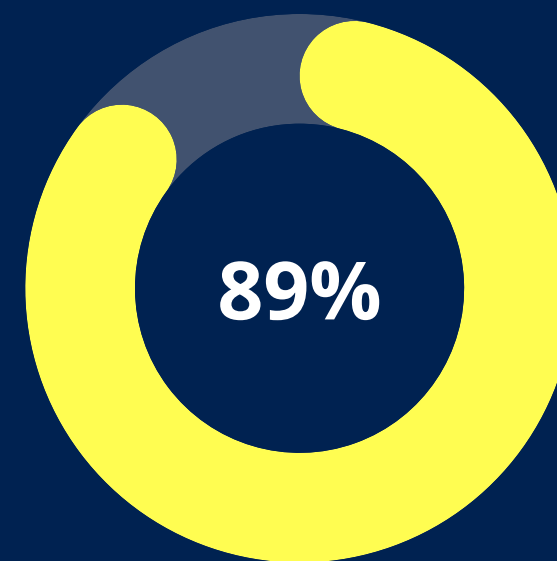
FOCUS AREAS



Sales, Frontline & CX
Communication Training



Leadership Development
& Coaching



New Appointments &
Onboarding Programs

**Statistics 2024-2025*

Over two decades, we have built deep expertise across four focused areas of professional development: Sales, CX and frontline client service training, leadership development, and onboarding new appointments.

Practical and customisable solutions, aligned to your business goals. Help strengthen capability, elevate client experience, improve team performance, support retention, and create sustainable growth across your organisation.

PRICING GUIDE

TRAINING 90-MIN WORKSHOP	TRAINING PROGRAMMES 4 SESSIONS	ONE-ON-ONE & COACHING PROGRAMMES
1-25 pax: R1,950 p/p (online only)	1-25 pax: R6,950 p/p (online only)	Blended 4-session Training Programme: R10,250
26-50 pax: R1,800 p/p (online/on site)	26-50 pax: R6,550 p/p (online/on site)	Blended 8-session Coaching Programme: R19,600
+51 pax: R1,650 p/p (online/on site)	+51 pax: R6,150 p/p <i>Enterprise pricing available on request</i>	Blended 12-session Coaching Programme: R26,580

*prices quoted are inclusive for standard training products

1

PRE-SESSION HYPE

Once the training roll-out is confirmed, we'll request the attendee list and email details so we can start creating energy around the programme, get participants engaged early, and set the session up for strong attendance and impact.

2

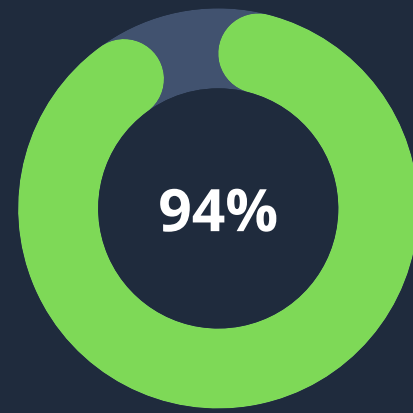
HIGH ENGAGEMENT - FOCUSED LEARNING

During the session/s, participants will step into a highly interactive learning environment designed to spark engagement, encourage active participation, and bring new skills to life through practical breakout room activities.

3

TRANSFERENCE INTO WORKFLOW (ROI)

We wrap up the session/programme with a gamified online quiz to reinforce learning, followed by a practical Cheat Sheet with key takeaways for each attendee.
This creates a high-ROI experience that is engaging, memorable, and easy to apply beyond the session.



Frontline & CX
Communication Training

PROFESSIONAL *Series*

FRONTLINE & CX COMMUNICATION TRAINING

**PRACTICAL WORKSHOPS THAT STRENGTHEN SERVICE
CONFIDENCE, CLIENT EXPERIENCE, SALES & FRONT-
LINE PERFORMANCE:**

- Improved sales performance
- Accountability and awareness
- Stronger interdepartmental relationships
- Client-centric awareness
- Cultural, generational, and inclusion intelligence

COACH ON CALL
LEADERSHIP & TRAINING

REGISTER NOW



BEST CHOICE

PROFESSIONAL Series

CALL CENTER
SPEAKING SKILLS

COACH ON CALL
LEADERSHIP & TRAINING

REGISTER NOW



BEST CHOICE

PROFESSIONAL Series

BUILDING
DYNAMIC TEAMS

COACH ON CALL
LEADERSHIP & TRAINING

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BEST CHOICE

PROFESSIONAL Series

COMMUNICATION
STRATEGIES

COACH ON CALL
LEADERSHIP & TRAINING

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BEST CHOICE

PROFESSIONAL Series

CLIENT CENTRICITY
CUSTOMER SERVICE

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LEADERSHIP & TRAINING

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BEST CHOICE

PROFESSIONAL Series

PRESENTATION
SKILLS MASTERY

COACH ON CALL
LEADERSHIP & TRAINING

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BEST CHOICE

PROFESSIONAL Series

PROFESSIONAL
EMAIL WRITING

COACH ON CALL
LEADERSHIP & TRAINING

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BEST CHOICE

PROFESSIONAL Series

PSYCHOLOGICAL
SAFETY AT WORK

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BEST CHOICE

PROFESSIONAL Series

ASSERTIVENESS
SKILLS TRAINING

COACH ON CALL
LEADERSHIP & TRAINING

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BEST CHOICE

PROFESSIONAL Series

WORKPLACE
ACCOUNTABILITY

COACH ON CALL
LEADERSHIP & TRAINING

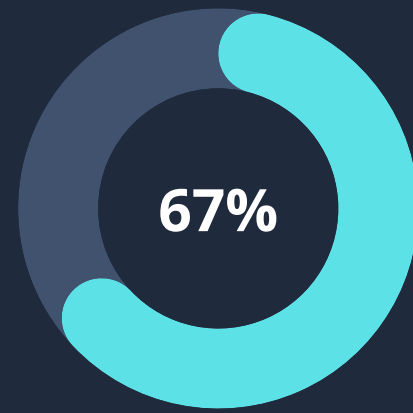
REGISTER NOW



BEST CHOICE

PROFESSIONAL Series

PROFESSIONAL
BUSINESS WRITING



Leadership Development
& Coaching

LEADERSHIP *Series*

LEADERSHIP DEVELOPMENT & COACHING

LEADERSHIP DEVELOPMENT & COACHING TO ACHIEVE:

- Effective leadership
- Improved performance
- Increased innovation
- Positive & productive work environment

HIGH POTENTIALS DEVELOPMENT

- Individuals who show promise
- People skills to fast-track their careers

COACH ON CALL
LEADERSHIP & TRAINING

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LEADERSHIP
Series

LEADING CHANGE
EFFECTIVELY

COACH ON CALL
LEADERSHIP & TRAINING

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LEADERSHIP
Series

TOP LEADERSHIP
COMMUNICATION

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LEADERSHIP & TRAINING

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LEADERSHIP
Series

COLLABORATIVE
LEADERSHIP

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LEADERSHIP
Series

LEADING THROUGH
MASSIVE GROWTH

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LEADERSHIP
Series

LEADERSHIP
ACROSS CULTURES

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LEADERSHIP & TRAINING

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LEADERSHIP
Series

LEADER AGILITY &
COMMUNICATION

COACH ON CALL
LEADERSHIP & TRAINING

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LEADERSHIP
Series

MOTIVATING YOUR
WORKFORCE

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LEADERSHIP & TRAINING

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LEADERSHIP
Series

CREATIVE THINKING
& LEADERSHIP

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LEADERSHIP & TRAINING

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LEADERSHIP
Series

COMPLEX PROBLEM
SOLVING

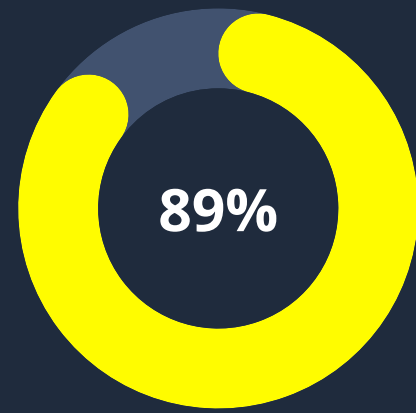
COACH ON CALL
LEADERSHIP & TRAINING

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LEADERSHIP
Series

NETWORKING FOR
SUCCESS



New Appointments &
Onboarding Programs

ONBOARDING *Series*

NEW APPOINTMENTS & GRAD ONBOARDING

**PROVIDE KEY BENEFITS FOR NEW RECRUITS AND
SEASONED PROFESSIONALS ALIKE.**

- Become productive more quickly
- Seamless alignment with company culture
- Feel welcomed and supported
- Values intergration & business etiquette
- Build strong working relationships
- Improve communication & collaboration



Our Signature **ONBOARDING PROGRAMME**



This is our signature onboarding programme comprising of the following four, 90-min high-engagement sessions:

- Communications Skills at work
- Pro Email & Business Writing
- Assertiveness & Accountability
- Diversity & Responsible AI Integration

Facilitated on-site or online
Learning materials included

IMPROVE OR MAINTAIN YOUR B-BBEE CERTIFICATION

B-BBEE SOLUTIONS

More Bang for Your B-BBEE Spend

Fully accredited, we're a trusted partner for skills development programmes to improve or maintain your B-BBEE scorecard, offering comprehensive and fully managed learnerships with a focus on inclusivity and job placement.

Free Call Centre Included

We provide accredited B-BBEE skills programmes, *with a fully managed call centre included at no cost*, helping your sales, customer service and marketing teams strengthen capability, improve engagement and create measurable business value.

The Complete Package

- Fully Managed Learnerships
- On-site Hosting
- Workplace Experience
- Supporting People with Disabilities



This means you're getting a 100% free, managed call centre with agents, by spending what you normally spend on your B-BBEE certification each year.

This solution can be implemented quickly and guarantees compliance.

AI Fluency and Human Oversight

Equipping agents to work confidently with AI while keeping empathy, judgement and human accountability central.

Best-in-Class Call Centre Performance

Defining what great agents do consistently: listen well, own the interaction, solve clearly and represent the CX vision in every conversation.

CX-Led Communication

Turning CX strategy into clear, human conversations that align service behaviours with customer expectations.

Human and AI Collaboration

Using AI to strengthen speed, insight and personalisation while agents manage nuance, trust and care.

Empathy and Service Recovery

Helping agents de-escalate, reassure and resolve customer concerns with confidence, compassion and practical ownership.

Frontline Agility

Preparing agents to adapt within process, respond to change and make customer-led decisions confidently.

Coaching-Led Team Leadership

Developing leaders who coach behaviours, strengthen performance and support agents in delivering better experiences.

Data-Led CX Improvement

Turning call insights, customer feedback and performance data into practical improvements across frontline interactions.

Inclusive Customer Engagement

Building awareness and adaptability so agents connect respectfully with diverse customers and communication styles.

Resilience and Psychological Safety

Creating supported teams where agents feel confident to learn, speak up and perform under pressure.



SCAN ME

LET'S SET UP A DISCOVERY CALL

- CERTIFIED LEADERSHIP DEVELOPMENT
- CX & FRONTLINE COMMUNICATION TRAINING
- B-BBEE SKILLS TRAINING PROGRAMMES
- SALES SKILLS TRAINING
- NEW RECRUIT ONBOARDING PROGRAMMES



YOUR TRAINING & COACHING PARTNER

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