



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"



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.

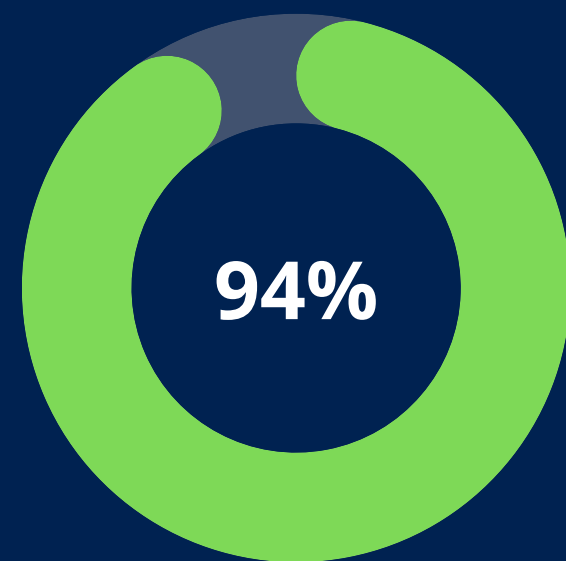
3

DELIVERY

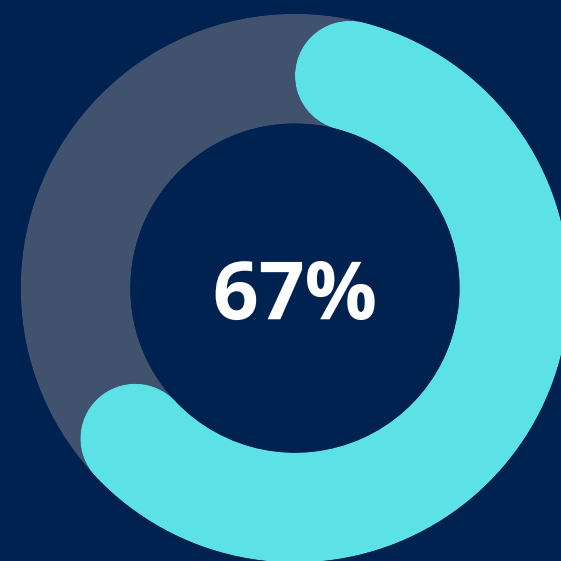
Ultimately, we commence the programme, be it coaching or training, with a strong emphasis on engagement and support. Our approach is designed to be highly engaging for active participation and knowledge retention, guaranteeing transfer rates to fulfil your expectations and predetermined objectives.

OUR SKILLS TRAINING & COACHING

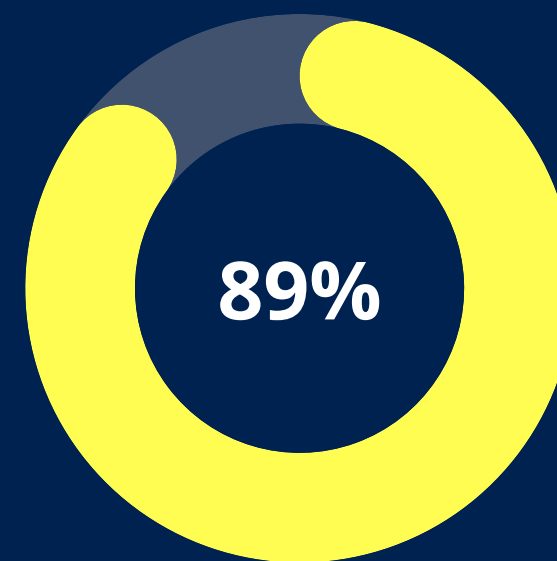
FOCUS AREAS



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 WORKSHOPS 2-HOUR SESSION	TRAINING PROGRAMMES 8-HOUR 4 SESSIONS	LEADERSHIP COACHING PROGRAMMES
1-25 pax: R2,150 p/p (online only)	1-25 pax: R8,850 p/p (online only)	R11,250 Blended 8-week programme
26-50 pax: R1,850 p/p (online/on site)	26-50 pax: R7,950 p/p (online/on site)	R15,150 Blended 12-week programme
+51 pax: R1,650 p/p (online/on site)	+51 pax: R6,850 p/p (online/on site)	R17,750 Blended 16-week programme

1

PRE-SESSION HYPE

Once we have agreed on the training roll-out, we will request an attendee list along with their email contact information. This allows us to build anticipation for the session; this enhances their overall experience and reduces the likelihood of no-shows.

2

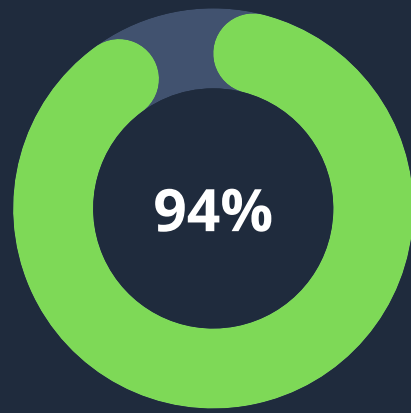
HIGH ENGAGEMENT FOCUS

During the session, participants will be immersed in a highly interactive environment that fosters engagement, encouraging active participation and the practical application of newly acquired skills in breakout rooms.

3

LEARNER TRANSFERENCE INTO WORKFLOW

We conclude the session with a gamified online quiz, and afterwards, each attendee will receive a Cheat Sheet containing key takeaways. This approach delivers the highest ROI by offering a fun, engaging, and referenceable experience.



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 relationships
- Conflict resolution and assertiveness
- Outcomes-driven thinking
- 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

COACH ON CALL
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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PROFESSIONAL Series

PSYCHOLOGICAL
SAFETY AT WORK

COACH ON CALL
LEADERSHIP & TRAINING

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PROFESSIONAL Series

ASSERTIVENESS
SKILLS TRAINING

COACH ON CALL
LEADERSHIP & TRAINING

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PROFESSIONAL Series

WORKPLACE
ACCOUNTABILITY

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BEST CHOICE

PROFESSIONAL Series

PROFESSIONAL
BUSINESS WRITING



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

COACH ON CALL
LEADERSHIP & TRAINING

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LEADERSHIP
Series

COLLABORATIVE
LEADERSHIP

COACH ON CALL
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LEADERSHIP
Series

LEADING THROUGH
MASSIVE GROWTH

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LEADERSHIP & TRAINING

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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

COACH ON CALL
LEADERSHIP & TRAINING

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LEADERSHIP
Series

CREATIVE THINKING
& LEADERSHIP

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LEADERSHIP
Series

COMPLEX PROBLEM
SOLVING

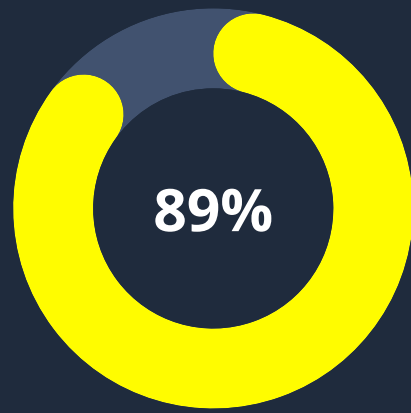
COACH ON CALL
LEADERSHIP & TRAINING

REGISTER NOW



LEADERSHIP
Series

NETWORKING FOR
SUCCESS



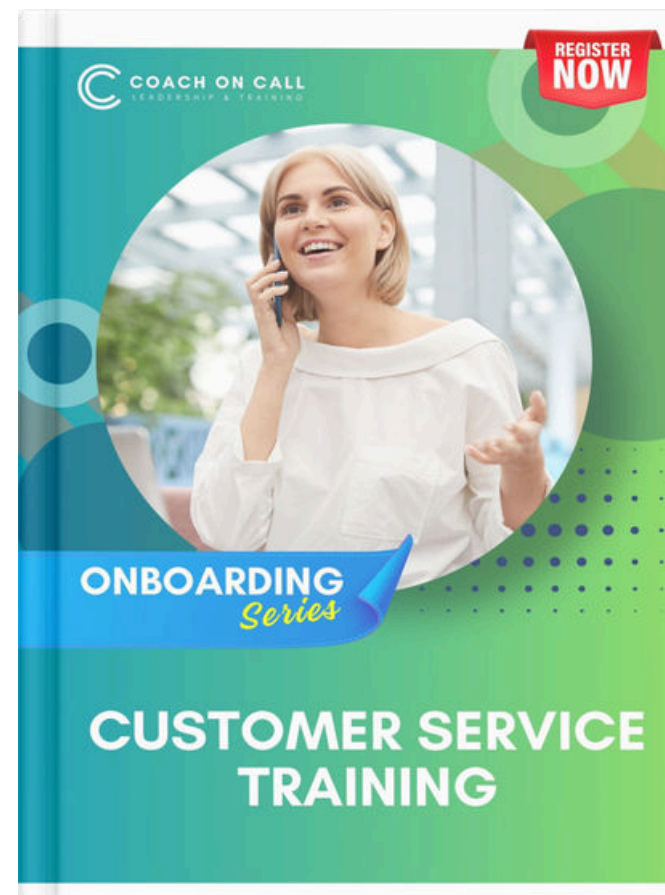
New Appointments &
Onboarding Programs

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 PROGRAMME



This is our signature onboarding programme comprising of the following four, 2-hour 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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