



Telesales

COURSE OVERVIEW

Virtually everybody in sales today sells over the phone at least part of the time. This one-day workshop will show you how the telephone can supplement, enhance, and sometimes replace other means of marketing and selling, and how this personal approach can dramatically increase your sales success.

KEY SUBJECT AREAS

- Verbal communication
- To serve and delight
- Exceptional things about telephone sales
- Building trust
- Negotiation primer
- Communication essentials
- Developing your script
- Pre-call planning
- Phone tag and call backs
- Following up and closing the sale

LEARNING OUTCOMES

This workshop will enable the participant to:

- Build trust and respect with customers and colleagues.
- Warm up your sales approach to improve success with cold calling.
- Identify ways to make a positive impression.
- Identify negotiation strategies that will make you a stronger seller.
- Create a script to maximize your efficiency on the phone.
- Learn what to say and what to ask to create interest, handle objections, and close the sale.

Hone your communication skills and learn techniques to personalize each sales call.

Duration: 1 day

Unique features

The Telesales Workshop is designed to meet current market trends.

- Professional facilitators use the most up to date accelerated learning techniques.
- An interactive, relaxed atmosphere with real world examples.
- Modern presentation methods using audio and visual presentations.

Who should attend?

Any business that wants to increase telephone sales by maximising the impact of the telephone in their sales & marketing mix.

Includes...

- Resource material & workbook.
- Training 101 Certificate
- Quick reference guide.

Contact us for more information
or to register on a workshop:

P: 0800 801 233