

Launching Your Telesales Career

This practical and popular two-day workshop reveals the top secrets of all successful sales people. A revealing course. A must for anyone launching a career specifically in telesales.

HIGH-LEVEL LEARNING

- » Clarify what selling actually is and identify how you positively influence the customer's decision to buy over the telephone.
- » Develop communication strategies that build relationships and increase sales.
- » Build a call handling strategy that gains customer confidence and loyalty
- » Enhance your awareness of your organisations products and services

YOU WILL LEARN

- » Understand what a great telesales person looks, sounds and feels like
- » Explore questioning skills that will help you to uncover your customers emotional and tangible needs
- » Enhance your listening skills to help you recognise key buying motives
- » Position a powerful and tailored service solution that creates desire and gains buy in
- » Adopt a positive sales approach that is customer and revenue focused
- » Develop communication skills that build relationships and revenue streams over the telephone
- » Develop a call handling process that helps your customer buy your product and services with ease
- » Practise objection handling skills that will reassure the customer and increase your sales performance
- » Explore techniques that will help you close with confidence
- » Learn how to set and monitor goals and targets