

Pro-active Telephone Selling

Suitable for personnel who are required to maximise incoming orders as well as those who must actively prospect for new business or follow up quotes

Objectives:

Delegates will learn to appreciate the importance of a pro-active approach when dealing with existing and potential customers. They will be given an easy strategy to use when making outgoing calls as well as techniques to maximize incoming enquiries and learn how to implement

Content covers :

- Understanding customer attitudes
- Essential qualities Positive phraseology
- The impact of body language
- Opening the call
- Fact finding and listening
- Features and benefits Objection handling
- Closing techniques
- Role-play

Programmes can be tailor-made to your specific requirements.

Course Category

Sales

- o Selling for the non-sales person
- o Pro-active Telephone Selling
- o Gaining Quality Telephone Appointments
- o Maximising Incoming Orders
- o The Principles of Selling
- o Managing and Growing Key Accounts
- o Sales Management
- o Effective Sales Negotiation

Supervision and Management

- o The Effective Supervisor
- o The Motivational Manager
- o Team Leader Development

Communication

- o A Guide to Assertiveness
- o Productive Communication
- o Chairing and Facilitation Techniques
- o Effective Presentation Techniques
- o Negotiation Skills

Self and Team Development

- o Coaching for Success
- o Training the Trainer
- o Instructional Techniques
- o Managing Stress
- o The Power of the Team
- o Effective Goal Setting
- o Professional Customer Care

Skills

- o Internal Customer Care
- o Problem Solving and Decision Making
- o Time Management
- o The Effective Appraisal

Bite Size Training Tasters