

Gaining Quality Telephone Appointments

Suitable for both internal or external sales personnel who need to gain appointments with new or existing customers.

Objectives:

At the end of the course delegates will be equipped with improved confidence levels and tried and tested techniques to help them gain appointments with decision makers

Content covers :

- Preparation for appointment making including the importance of attitude
- Simple scripts to ensure positive delivery
- Getting through to decision makers and past the “gate-keeper”
- Objection handling
- Practicing the new techniques

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