



Essential Telesales Skills

Overview and aims of the session

The workshop is focussed around essential communication skills, questioning techniques, effective listening and most importantly a proven telesales process. Delegates will learn to communicate with, and engage key decision makers in productive calls.

Course Content

- Learn how to get past gate-keepers and straight to the decision maker
- Engaging with current customers
- Learn persuasive language
- Role-play scenarios

Who will benefit from attending?

Canvassers
Telesales Executives
Call-centre sales staff
Customer Services Staff
People who make appointments
or sell by phone

Please call **01606 75740** to discuss your requirements, or for any further information regarding availability and pricing for this or any other **achieve consulting** workshops.

Objectives of the Session

The objective is to enable a more productive use of telesales within the sales environment. Delegates who attend the course will:

- Discover how to deal with customers objections
- Improve their closing ratios almost immediately
- Be inspired to improve every aspect of their role, which will lead to massive visible improvements in results
- How to turn their telephone technique from just giving information to providing winning solutions

Course duration

The course is structured for a full day and should start at 9:30 to allow for introductions and registration. Due to delegate participation the maximum number is 8.

Sales and Presentation training courses purchased from Achieve Consulting start with a blank canvas. We create a course that is tailored to your industry and your methods of selling. Our experienced trainers will deliver a fresh, interesting and engaging session. Each session delegates will leave with a structured action plan to implement their new skills and knowledge.

The logo banner consists of a horizontal rectangle divided into two color sections: orange on the left and dark grey on the right. The text 'achieveconsulting' is written in a white, lowercase, sans-serif font across the top of the banner. Below it, the tagline 'selling more by saying less.com' is written in the same font and color, spanning across both the orange and grey sections.

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