



Introduction to Telesales

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

- Planning time and call structure
- Maintaining a positive and productive attitude
- Effective questioning techniques that will discover real wants and desires
- Making the most of tone and tempo
- Gaining credibility and providing value to prospects

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 sales 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 will leave delegates 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 a smaller, white, lowercase, sans-serif font.

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