

## Refreshing Sales Skills

### What are the specific details?

|                 |                    |
|-----------------|--------------------|
| <b>Duration</b> | Three hours.       |
| <b>Cost</b>     | £85.00 per person. |

Take control and learn the essential skills and techniques required to achieve and maintain successful performance in a sales role. Whether you are a new sales advisor, current sales advisor with no formal training, experienced in sales and just need a refresher or a manager involved in coaching sales advisors, this workshop covers the essential 7 steps to success, providing sales strategies for different situations. This training is suitable for face-to-face and telesales staff.

### Who is this course suitable for?

Suitable for learners with some awareness of this area who want to develop their knowledge to aid their employment opportunities and for those in employment as part of their continuous professional development.

### Do I need any experience?

No. Our trainers have designed the workshop to give you all the information and training you need to develop your skills.

### How is the course delivered?

The Business Solutions team understand how hectic life can be sometimes; it's for this reason that we're happy to customise this workshop for individual employers and ensure flexible delivery, either on your premises or at our Centre for Leadership.

### What will I gain from this course?

Upon completion of this workshop you will receive a Certificate of Attendance and easy to follow hand-outs.

### What will I learn?

This workshop will cover:

- How to prepare for success
- The importance of the "introduction" and first impressions
- Effective questioning techniques to establish customer needs
- How body language, tone, and words effect successful communication
- How to gain commitments from your customer
- How to sell benefits, not features
- Handling objections and closing techniques
- Strategies for consolidating the sale and building ongoing relationships

For further information, or enrolment, please contact Business Solutions on:

☎ (01903) 273 732

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