

TELESALES RESULTS

By the end of the course delegates will be able to:

- Understand the communication process and how it applies in telephone sales
- Maintain a confident telephone manner
- Gain rapport with any caller
- Use verbal and non-verbal communication for maximum impact
- Provide 'exceptional service' on the telephone
- Master effective use of questions to identify real needs
- Overcome objections quickly and easily
- Maintain control of the telephone conversation to get results
- Close effectively to generate greater sales volume
- Measure their performance to consistently improve

Who should attend?

Anyone involved in generating business via telephone sales

Anyone who deals with other people on the telephone and wants to make a quantum leap in the sales results they get

Anyone who wants to make selling on the telephone easier and more effective

Topics Covered:

- Communication model
- Maintaining State
- Building Rapport with any caller
- Creative use of voice tone
- Maintaining rapport & interest
- The structure of exceptional service
- Powerful questions to put you ahead of your competition
- Handling objections effectively whilst building greater rapport
- Maintaining control – blending results and rapport
- Closing
- Measuring your performance

Extra Encouragement:

This one-day programme is designed to be highly practical and participative to allow participants to apply straight away the necessary skills, knowledge and understanding required, increasing the results of their telesales conversations.

Participants will receive high quality personal feedback and coaching to enable them to dramatically improve their results.

www.infinite-possibilities.co.uk T: 0870 444 3227



©2005 Infinite Possibilities Ltd