

Telesales Made Easy



Who is it for?

“Telesales made easy” is a bespoke workshop for anyone wishing to generate more sales opportunities via the telephone.

This workshop explores how people buy and processes of how to sell with a targeted approach using consultative selling techniques.

What is it about?

We understand that telesales is often the best approach for many businesses. It requires the same considerations in structure and delivery as a face to face sales call. This workshop applies many principles that will steer the customer to a yes decision using clear signposting and listening skills. This course is endorsed by the Institute of Leadership and Management (ILM) and is designed and delivered as an interactive workshop.

What will I get out of it?

- Know how to distinguish your business from other companies that use telesales techniques
- How to overcome the 20 second rule and create interest
- How to set the customers expectations
- How to ask the ‘right’ questions
- How to deliver benefits
- How to sell to need
- How to negotiate and add value

Acumen Sales Coaching Ltd • Reg No 6512883

Our feedback

“As a result of this workshop our telesales increased by 60% immediately. This has enabled us to increase our sales force and grow our business.”

Paul Vaughan, Blackburn Independent Newspapers

Key learning outcomes

Classroom Coaching will ensure the delegates will leave with:

- An interest arouser
- Need find document
- Techniques to handle objections
- A recommendation format
- Assumptive negotiation and closing techniques

A workbook and toolkit is included to ensure the learning continues in the workplace.

Follow on courses

- Lift off – face to face selling skills
- Show what you know – one to one coaching

Workshop duration – 7 hours

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Call now to speak to a coach to discuss your requirements and course availability.