

**Program Objectives:**

The program objectives are to provide outbound telephone sales teams with a comprehensive set of best practice skills to enable them to effectively execute their roles as outbound telephone sellers.

The clinic will include a set of skills critical for telesales professionals in a B2B solutions sales environment.



**Target Audience:**

The target audience for this clinic may include telesales sellers, pre-sales and technical support, marketing and admin support and management professionals with sales responsibilities.

**Overall Program Outcomes:**

The clinic will cover:

- |                                      |                        |
|--------------------------------------|------------------------|
| ✓ Telephone Etiquette                | ✓ Asking for the order |
| ✓ Basics Telephone Selling Skills    | ✓ Managing objections  |
| ✓ Uncovering needs and selling value | ✓ Negotiations Skills  |

**Learning Approach:**

The clinic includes a range of approaches including:



- Formal class room training to provide insight and teaching
- Practical group exercises to build experiential learning
- Quizzes and tests to reinforce the material retention
- Class interaction and discussion to encourage participation and knowledge/ experience sharing.

The clinic is conducted in a standard meeting room with a 'U' shaped table set up or a series of team tables.

**Clinic Prerequisites:** None

**Program Duration:** The Clinic is a full day workshop.

**Location:** The clinic may be run on or off site, as required.

**Price:** Available on request