



ZING365
Learning without limits

SELLING OVER THE TELEPHONE

WHAT WE WILL COVER

- Develop a positive mind-set
- Plan measurable objectives to optimise your selling time
- Develop the tools, techniques and confidence you need to succeed
- How to Initiate the sales conversation
- Adapt to changing sales resistance
- Look for triggers and customer needs
- Handle customer resistance
- Gain commitment

SUMMARY

When selling over the phone, we don't have the advantage of body language to enhance impact, trust and build relationships.

In which case it is important that employees who are selling over the phone are equipped with the required skills and techniques to do this effectively.

If your sales team work remotely/virtually, this course will provide them with a wide range of skills and techniques that maximise their effectiveness.

It will help them to recognise any sales potential and ways of maximising opportunity with the customer so they can take the appropriate action.

OBJECTIVES

By the end of this course you will;



Remove mental barriers and develop a positive mind-set to selling over the phone



Look at objectives that you need to set and stick to so you can maximise your selling time



Improve your confidence and enjoyment of selling over the telephone

