

PROFESSIONAL TELEPHONE SELLING

COURSE OVERVIEW

Develop the skills and confidence to successfully sell over the phone.

- Dismantle mental barriers and develop a positive mind-set to telephone selling
- Plan measurable objectives to optimise your selling time
- Use TACK's You Appeal® model to communicate your value proposition and engage decision makers

Increasingly, companies look to office based sales teams to increase their customer portfolio and penetrate new markets whilst keeping their costs low. But standing out from the crowd to sell successfully over the phone can be tough.

And whilst today's corporate buyers accept and even welcome the telephone as a sales channel, only 30% of buyers feel that salespeople use the telephone well.

TACK's Professional Telephone Selling programme is a must for anyone who undertakes any aspect of proactive selling by telephone, providing the techniques and skills needed to turn every call into an opportunity.

For further information visit tack.co.uk. If you would like to speak to a member of the team call 01923 897 900 or email info@tack.co.uk.



2 Day Interactive & Practical Course

Cost: £1,099 + VAT

Visit tack.co.uk for further information

SUITABLE FOR:

Those who are new to telesales as well as more established telesales professionals who need to refresh their core skills or who may not have received any formal telesales training.

YOU WILL LEAVE THIS COURSE ABLE TO:

- Proactively target the right prospects and customers to generate the best results
- Use voicemail effectively
- Answer 'why you?' with maximum impact
- Apply proven call structures to ensure every conversation is productive and achieves its objectives
- Learn how to engage the customer from the outset and use conversational questioning to obtain the answers and information you need
- Use new techniques for managing objections confidently and professionally
- Benefit from TACK's phone lab to receive live feedback to further hone and develop your new skills
- Develop the tools, techniques and confidence you need to succeed and enjoy your role and be successful



WE BELIEVE IN THE INDIVIDUAL

a GI GROUP brand