

Telephone Sales Skills



Duration: 1 day



Maximum group size: 12 people

Course overview

Ideal for employees working in a busy telephone sales environment. This training course can be tailored to cater for those tasked with making appointments, maximising incoming opportunities or making outbound sales calls.

Who would benefit from attending?

Telephone sales professionals who are required to sell directly or make sales appointments for field based staff.

Core development objectives covered

- Understanding the sales process
- Why do people buy?
- Identifying different buyer types
- Planning & research for the call
- Effective questioning & listening skills
- Using your voice, tone & pitch to maximum effect
- Exploring the needs of a customer
- Creating powerful & compelling sales stories
- Presenting strong benefit statements
- Handling objections effectively
- Dealing with objections on price
- Closing the sale ~ gaining agreement
- Professional follow up procedures

Delivery methodology

Futureproof's training workshops require all delegates to take a full and active role throughout. Our mix of trainer led discussion, facilitation, coaching and skills practice ensures that all delegates enjoy an interactive and supportive learning experience.



Want to tailor the content of this workshop and incorporate internal procedures, competency framework, organisational values & work-related challenges?

Get in touch with one of our Learning & Development Managers – 01623 409 824 • info@futureproof-training.co.uk