

Modules, 10 minute videos & workbooks

Module 47:
Know your business



Module 6:
Introduction to selling



Module 3:
Managing customer needs



Module 62:
Outbound calling



Module 54:
Closing the sale



Module 34:
Negotiation skills



Handling sales objections	How to say no nicely to a customer	Service based selling	Dealing with know-it-all customers
Listening skills	Dealing with the non-stop talking customer	Negotiation skills	Questioning skills
Features and benefits	Asking for the business	Building rapport	Outbound calling
Objection handling – feel, felt, found technique	Adding value	Moments of truth	

1 minute video refreshers & quick reinforcers

Months / Timeline for programme application

