



Know your business

KNOW YOUR ROLE



Introduction to selling



Managing customer needs



Outbound calling



Closing the sale



Negotiation skills



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

1 minute video refreshers & quick reinforcers

Timeline for programme application

