



corporate training options

Professional Selling over the Phone **Training Course**

Course Overview

This course is for Telesales professionals and starts with the basics, including preparing your workspace, writing sales scripts, handling calls, generating prospects, and closing sales over the phone. It also addresses everyday telesales challenges, and ways to maximise performance when selling by phone.

Course Outline

- Preparing for Telesales
- Setting up your workspace
- Writing telesales scripts
- Communication essentials
- Handling telesales calls
- Generating telesales prospects
- Interacting with prospects
- Cold call strategies
- Closing sales over the telephone
- Addressing telesales challenges
- Maximizing telesales performance

Learning Outcomes

Upon successful completion of this course you should be able to:

- Prepare the teleselling workspace, use the teleselling aids effectively, and write an effective telesales script for a sales proposal.
- Communicate effectively with customers during telesales calls, manage telesales calls, and maximize the effectiveness of the telesales calls.
- Develop a list of prospective telesales customers, build and maintain relationships with prospects, implement the soft sell approach, and maintain a positive attitude.
- Close the sale by resolving customers' objections and maximise the telesales performance by using cross-selling techniques and gaining customer feedback.

Prerequisites

There are no pre-requisites for this course.

Duration:

1 Day

Corporate Training Options

Sydney • Melbourne • Brisbane • Gold Coast • Canberra • Adelaide • Perth • Darwin • Hobart
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