



Phone recording equipment maximises the benefits for the practise sessions

At the end of the workshop and following the pre-course podcast listening, you'll be practised in:

- Vocal cosmetics
- High impact opening statements
- How to take control of the call building your credibility with the customer
- How to build commercial rapport with your customer
- How to consult with the customer to share their challenges and problems
- How to identify the specific needs of your customer through effective questioning
- Learn how to respond to objections particularly price and service
- Questioning and listening skills
- Recognising verbal buying signals
- How to gain more commitment leading to more sales

Telephone Selling

Tightening up your phone selling skills

Following pre-course podcasts lasting 120 minutes which bring you up to speed, we have our interactive training workshop which allows telephone sales people to refine, refresh and learn new skills to help them increase their sales revenue when selling on the telephone.

- One action packed day to minimise disruption to the sales force. This is achieved by using pre-course material and accelerated learning.
- Easy to listen MP3 recordings of key information will really appeal to salespeople who don't have the time for traditional reading material.
- Complete telephone sales process trained in the pre-course and the workshop to really tighten up the process
- Lively and engaging training methods. Guaranteed no PowerPoint
- All the skills on the workshop have been modelled from top performing telephone salespeople
- An interactive workshop with lots of input, sharing of ideas, practise and coaching feedback
- Highly practical sessions – followed by telephone role play and recording using specialist equipment
- Suitable for B2B as well as B2C salespeople

Call or email now to discuss how we can tailor the workshop for your teams



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