

Advanced Telephone Selling

Every sales professional kick starts their career with building up the confidence to pick up the phone and master the call, that's where our 'ISM Diploma in Professional Sales' comes in. However, over time poor habits and flawed techniques can develop as a means of achieving quick wins on quantitative targets such as talk time and call volume.

“Don't wish it
were easier,
wish you
were better”

- Jim Rohn



Celsius Training has designed the following programme to:

Provide telesales professionals with the opportunity to review, refine and hone their call performance in a supportive and fun environment
Learn about more in-depth models, theory and skills that will further enhance their ability to sell over the phone

The Masterclass

This full day programme will provide delegates with structured coaching, group support and refresher training in order to both improve their telephone technique and achieve increased sales performance. We cover:

- Preparing for the call
- Getting to decision makers
- The principles of effective objection handling
- Succinct and effective questioning
- FAB selling
- Securing commitment and next steps
- Trainer observation and feedback
- One to one call support
- Action planning for future performance

Takeaways

Wasted call time is a problem for all businesses, this programme will provide the delegate with a fresh perspective of their phone performance and appetite to both improve it and smash targets. We only work with sales people within technology and so cater to the needs of this fast-paced sector.