



TeleSales Success

The basics of teleselling for improved sales results

TeleSales Success teaches agents basic telephone selling skills. The goal of this two-day course is to enable agents to successfully uncover prospect needs, so they can match product or service benefits and features to those needs, overcome barriers to selling, and gain the prospect's commitment to the call objective.

The ideal class size is 10 – 12 participants.

Course Agenda

- The telesales process
- Opening Statements
- The buying vs. the sales process
- Analytical listening
- Strategic questioning
- Features vs. benefits
- Building value
- Asking for commitment
- Handling resistance
- Wrapping up professionally

Results of "TeleSales Success".

Participants will be able to:

- Match their teleselling process to their prospects' purchasing process
- Focus the benefits and features of their product or service to their prospects' needs
- Strategically pre-plan what they want to accomplish in each call
- Use a strategic combination of customer-focused probes to uncover needs, qualify the prospect, and control the call
- Match benefits and features of their product or service to prospect needs
- Gain commitment to their call objective
- Apply the appropriate strategies to overcome barriers to selling.



Call today to learn how your organization can benefit from this dynamic selling skills course!

Toll Free: 888-546-4844

303-814-1379

www.amtechmarketing.com