



Sales Training Course

A 5 Star Rated course from the
Training experts





Sales Course

This intensive 1 day course aims to allow delegates to focus on enhancing your current sales, customer service skills and knowledge

Introduction

The course will link directly in to your workplace and your types of customers. It will give you a solid understanding of the importance of professional customer care in all aspects of your telephone duties.

The second part of the day will focus on providing you with the correct tools and techniques to sell to customers, negotiate and gain a “win win” situation for both parties. The course will enable you to learn new skills to deal with difficult situations.

Who would benefit from this course?

For beginners and intermediate levels who want to maximise the impact of their telephone techniques, customer service and sales skills in work based situations

Private & One to One courses

We offer private group courses and one-to-one courses throughout the UK from £590 and Online From £550. Please email or call us with your preferred venue, number of delegates and any requests.

Classroom & Virtual Classroom Courses

We offer this course as a classroom based course and as a live, interactive online course.

Our classroom courses are run as public courses at the venues shown below or as a private course anywhere in the UK.

Our online Virtual Classroom courses are available for people anywhere in the world with internet access. You will be able to see the trainer, their screen, be able to chat and ask questions, just like on our regular classroom courses.

No More Than 6 Delegates

5 Star Rated Course

Practice Led Learning

3 Months Online Support

Lunch Provided

Detailed Course Notes

Our interactive practical courses and learner centred approach, combined with small class sizes, provides the very best learning environment

Google

5.0 ★★★★★

I would recommend this Sales course to anybody looking to improve their skills.

It had good ideas to take forward & new techniques to use through good presentation & examples.

Darren Robinson
Marbcote



Sales

Course Outline

This course will teach you how to be more effective in Sales

Introduction to Sales

- The importance of communication in today's modern setting
- Understand the differences between "tone" and "words"
- Demonstrate excellent customer care - with external and internal customers

Telephone Sales Skills

- Provide telephone users skills and knowledge to utilise the telephone as an effective communication tool
- Deliver professional yet warm telephone calls
- Structure your phone calls

Structured Sales Techniques

- Learn a structure to the steps of the sale
- Know 12 techniques for closing the sale
- Create a professional image of the organisation
- Codes of Practice
- Moments of Truth
- Misery Moments
- Golden Service with a Smile

Handling Customers

- Demonstrate understanding of customer perceptions and how to meet customer requirements.
- Handle objections and complaints professionally to achieve a positive outcome
- Improving on your ability to arrange and prepare for sales appointments and to effectively sell your product/service.



Google

5.0 ★★★★★

- Identifying your customers and their needs
- Customers come in four main categories
- Caring for your customers

Enhancing Your Sales Skills

- Barriers to Communication
- Listening Skills
- Features and Benefits
- Questioning Techniques
- Closing the Sale
- How to deliver feedback constructively
- Negotiation skills

To book please see next page

The Sales course delivery and the trainers knowledge was excellent.

Feel so much better after this course and ready to try these skills in work. Thank you for building my confidence!

Hayley Day
Conren Ltd

For private courses the course content can be adapted to suit your requirements. Please contact us to discuss your requirements.





Sales Course

Why Choose M Training's Sales Training Course

- Run by a specialist Trainer with over 10 years experience
- Fully CIPD Qualified trainers
- Courses can be held at your offices, Online or our offices (Manchester)
- We provide one to one and private group courses throughout the UK
- Course notes and support material
- Lunch & refreshments provided (when delivered at our offices)
- Certificate of achievement

Private and One-to-One Courses

One-to-one and private group courses are available from £590 for a one day classroom course and from £for a private online course .

One-to-one and private group courses can be run anywhere in the UK, at our Manchester office or via Virtual Classroom online.

How to book

To book the 1 Day Sales Training, Simply send us an email or give us a call.

Email: info@mtraining.co.uk

Call: 0161 226 6032

Or visit: www.mtraining.co.uk

Lisa was very informative. [She] tailored the session to the group's needs which was a big help.

It has made me feel confident in closing sales as she has equipped me with the relevant tips and techniques to follow.

I would highly recommend

L'mar Radouani
Coachwise