



progresspeople

Thriving Leaders. Thriving Lives.

Essential Sales Skills

Workshop:	Essential Sales Skills
Duration:	1-Day
Investment:	\$795 + GST
Enquiries:	info@progresspeople.co.nz

Workshop Overview

Essential Sales Skills enables you to succeed in customer service and sales roles. Learn non-negotiable sales disciplines to ensure you demonstrate the right attitudes, skills and techniques to be a standout sales professional, consistently achieving superior sales results. Learn how to maintain an excellent attitude towards customers, become a more collaborative problem solver and win over difficult customers with poise, calm and professionalism.

Applying accelerated learning techniques, you will actively engage in discussion groups, participate in a wide range of sales-based exercises and develop your own targeted goals and action plans for on-the-job implementation.

Learning objectives:

- Learn a 5-point sales process to ensure you sell effectively every day, with every customer
- Understand competitive advantage
- Master the art of building rapport
- Maintain an excellent demeanour towards both customers and colleagues
- Learn how to communicate effectively
- Handle objections with confidence and competence
- Win over the difficult customers
- Close a sale without being overly assertive or forceful
- Understand the importance of ethical selling and honouring promises made
- Implement personal goals and action plans to achieve excellence