



Selling with Ease

Processes and techniques to help the adviser sell more products and services both face to face and over the phone

You have a well trained customer service team working the phones and handling customer queries and issues with professional competence.

They are getting accolades for the way they handle queries, problems, incoming questions – but you now want them to become more pro-active and seek to find out additional needs of customers and let them know about the other products and services you offer.

In other words, to sell, both on the phone and face to face

But without being too pushy. Instead they push back on you and state “I was never recruited to sell”

This one day workshop will teach them how to sell without appearing too “salesy” and will show them how they can help the customer by offering them products and services they might benefit from.

Much of this is the “Inner Game”, the discussion we have with ourselves to prove that selling is not a dirty word and can be accomplished whilst maintaining excellent customer service.

The workshop will cover:

- Selling “Inner Game”
 - Do you believe in Selling?
 - How beliefs affect sales skills
 - Belief change
- The Buying Process and Selling Process
- Rapport and Trust Building
- Understanding customer needs
- Questioning and Listening on the Phone
- Buying Signals and Body Language reading
- Trial Closing and Commitment
- Dealing with customer concerns
- Practice and coaching



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



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