



Optimum Results

Business Training Experts

Effective Telesales

Programme Overview

- Maximising your current sales resources by refreshing their skills and motivation.
- Learning some new approaches to introducing products and services by telephone.
- Exploring different questioning methods that help you engage with new customers quicker and more frequently.
- Learning some great ways to keep motivation as high as possible.
- Selling more by setting and breaking targets!

Programme Outline

- Managing and planning your calls.
- Building rapid rapport and engagement.
- Selling skills – when and how to close successfully.
- Building long term customer relationships – ‘keeping the door open’.
- Keeping yourself motivated when the going gets tough.

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