



10 minute videos with workbooks & 1 Minute support videos

Know your business

KNOW YOUR ROLE



Introduction to selling



Managing customer needs

WHAT DO YOU NEED?



Outbound calling



Closing the sale



Negotiation skills



<a href="#"><u>Handling sales objections</u></a>	<a href="#"><u>How to say no nicely to a customer</u></a>	<a href="#"><u>Service based selling</u></a>	<a href="#"><u>Dealing with know-it-all customers</u></a>
<a href="#"><u>Listening skills</u></a>	<a href="#"><u>Dealing with the non-stop talking customer</u></a>	<a href="#"><u>Negotiation skills</u></a>	<a href="#"><u>Questioning skills</u></a>
<a href="#"><u>Features and benefits</u></a>	<a href="#"><u>Asking for the business</u></a>	<a href="#"><u>Building rapport</u></a>	<a href="#"><u>Outbound calling</u></a>
<a href="#"><u>Objection handling – feel, felt, found technique</u></a>	<a href="#"><u>Adding value</u></a>	<a href="#"><u>Moments of truth</u></a>	

1 minute video refreshers & quick reinforcers

Timeline for programme application

