

SELLING OVER THE PHONE

IMPROVEMENT – COACHED PRACTICE

Objectifs

- Selling more over the phone
- Strengthen your skills
- Make your efficiency for ever

Concerned people

Every person brought to sell over the phone

Knowledge required

You must have taken part of the modules for sales techniques over the phone, or know very well the technique.

Duration

1 day, or 2 days but not in a row

Pedagogy & Practice

- Short tool reminder
- Practise
- Experience shared
- Coaching

Know-How acquired

It is a complementary period that occurs ideally from 2 to 4 weeks after the first step “Selling over the phone – The fundamental methods” :

This step can be repeated for a second time several weeks later.

Chronological process: According to the participants’ demands, each step duration may change.

Outcome – Objectives

Pedagogy summary

Participants’ self-analysis: Outcome of improving points on the passed period and improving points remaining a priority.
The participants choose individuals objectives.

Evocation and handling of difficult cases experienced

Coached practices

Situations in accordance with individual objectives are simulated and assisted by the coach

If the number of person is reduced, it is perfectly judicious to coach on live situations with real customers.