PROFESSIONAL TELEPHONE SELLING
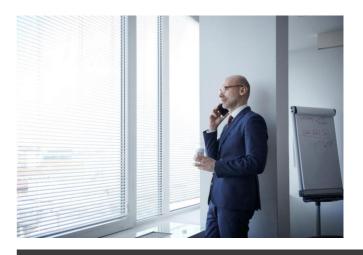## COURSE OVERVIEW

TACK TMI

Develop the skills and confidence to successfully sell over the phone

- Dismantle mental barriers and develop a positive mind-set to telephone selling
- Plan measurable objectives to optimise your selling time and learn how to communicate clearly and effectively
- Use Tack's You Appeal® model to communicate your value proposition and engage decision makers

Increasingly, companies look to office based sales teams to increase their customer portfolio and penetrate new markets whilst keeping their costs low. But standing out from the crowd to sell successfully over the phone can be tough.

Whether you are having to proactively call new prospects and existing customers or taking inbound calls and needing to sell or upsell to them, Tack TMI's Professional Telephone Selling programme will give you the confidence, the techniques and the skills to turn every call into an opportunity.

For further information visit tacktmi.co.uk. If you would like to speak to a member of the team call 01923 897 900 or email uk@tacktmiglobal.com.

Scheduled Virtual Classroom: £1,199 +VAT

Also available as an in-company tailored programme

Visit tacktmi.co.uk for further information

SUITABLE FOR:
Those who are new to telesales as well as more established telesales professionals who need to refresh their core skills or who may not have received any formal telesales training.

YOU WILL LEAVE THIS COURSE ABLE TO:

- Proactively target the right prospects and customers to generate the best results
- Use voicemail effectively
- Answer 'why you?' with maximum impact
- Apply proven call structures to ensure every conversation is productive and achieves its objectives
- Learn how to engage the customer from the outset and use conversational questioning to obtain the answers and information you need
- Use new techniques for managing objections confidently and professionally
- Develop the tools, techniques and confidence you need to succeed and enjoy your role and be successful

WE BELIEVE IN THE INDIVIDUAL

a **GI GROUP** brand