

Tremendous Telesales

Using the telephone to sell or as part of the sales process has become a necessity in today's business environment. In this powerfully interactive session, you will learn the process and communication skills to use the phone effectively for dealing with upset customers, effective customer service, sales prospecting, and closing sales.

In this session you will learn to:

- Create sync between yourself and the prospect or customer
- Properly handle and transition an angry prospect
- Use questions to enhance personal business relationships
- Use questions to guide the sales process to an agreement
- Create the immediacy required to make the decisions necessary to move to the next step

Selling requires determination and the communication skills to elicit action in others. Learn the questions that spark an individual to act with a rekindled desire and focus.

You *can* add powerful sales skills to your abilities: This program will show you how.

You'll learn ways to...

- Guide prospects and customers to effective decisions
- Transition from customer service to sales
- Motivate yourself to accomplish what you want
- Enhance relationships through understanding critical needs
- Link needs to your products

The key to creating a winning team is through improved questioning skills. Sound questioning abilities create an environment where *Tremendous Telesales* is always within your power.

You and those that attend with you will learn new ways to....

- 1. Develop relationships with the key individuals that impact the buying decision.**
Learn the communication skills to juggle the important relationships that affect buying.
- 2. Transition prospects to areas of opportunities**
Incorporate dialogue to develop long-term clients.
- 3. Discover needs and link those needs to products and services.**
Uncover value-based needs and discover the best way to link those to your products and services.
- 4. Approach prospects and customers in the manner they desire.**
Learn the key personality types and how they impact communication.
- 5. Move the call to a definitive and positive conclusion to increase sales.**
Find the keys to getting prospects to push you to close the sale.



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