



Excelling in Sales - Telesales

Master the skills of an experienced telesales professional.

Would you like to be more confident and effectively engage customers on the telephone?

Do you get nervous before making telesales calls?

Do you often feel that the person at the other end of the phone doesn't want to speak to you?

Do you lose your customers' interest or struggle to handle their objections?

Excelling in Selling – Telesales is a three day programme that will show you how to put into practice effective telesales techniques used by the world's top companies.

Today's market is tough, pressure on people's time is relentless and more and more people feel 'hassled' by unwanted telephone calls. Breaking through to speak to a prospective customer, or increasing/renewing the spend of an existing customer has become more difficult than ever.

If you are to succeed in telephone sales you need to understand the psychology of why customers buy, and the best way to present your products and services. We will show you how to approach a sales call, engage the customer and exceed your targets. By sharing the skills and techniques used by the very best telesales professionals across the world you will discover how easy it is to sell over the phone.

In the Excelling in Selling – Telesales programme you will:

- Learn how to sustain your attitude and motivation at optimum level
- Be able to set a clear plan and effectively structure the call
- Know how to manage your time effectively so that the highest return possible can be achieved
- Explore ways of introducing yourself to a customer that creates interest and grabs their attention
- Implement new ways of engaging existing clients
- Discover advanced questioning techniques that identify compelling needs
- Develop your current sales presentation and make it more dynamic
- Become more structured in how you handle customer objections

Who should attend?

- Telesales Executives
- Lead Generators
- Canvassers
- Telesales Managers
- Call Centre Agents

Here are just a few comments from our delighted clients:

YELL “..produced the best ever set of results in the history of Yell.”

NHS “Lammore met the specification and programme outcomes perfectly. Absolutely brilliant!”

GOOGLE “..an outstanding training experience.”

OPODO “..training content very relevant and focused for delivering benefits in my role.”

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LAMMORE CONSULTING LTD



Excelling in Sales - Telesales cont

Here are three great reasons for attending the Excelling in Selling - Telesales programme:

At Lammore Consulting, our mission is to provide training events that entertain, inspire and make a difference.

Inspire: Our delegates come away from our programmes feeling inspired and ready to meet their challenges head on. The material has been researched and written to meet key business needs in the real world.

Entertain: We promise to deliver our training events in an upbeat and fun way. Our speakers are professionally trained and experienced in the world of business and entertainment, and know how to engage an audience.

Make a Difference: A training workshop is only effective if the learning is implemented. All delegates attending a Lammore development programme are followed up through regular online contact to ensure that their personal development plans are being put into action. In addition we encourage 'Action Learning' events to take place within one month of the training being undertaken to re-enforce the key messages of the programme.

MASTERFOODS “..more original and energising than any management book..”

AUTOTRADER “..fun style of training..coupled with in depth knowledge..”

“ an outstanding training experience ”
google

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INSPIRED TRAINING

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