

Overview

As telesales has become one of the most cost-effective methods of generating new business the need to maximise its effectiveness in-house is essential. This course will give all the tricks of the trade to get into the right state, get through to the right people and how to make those all-important appointments and sales.

Who is it for?

Anyone who wants to get on the phone and promote their business; whether they are new to the skill or for existing telesales operatives who want to step up their game and make more appointments.

Course content to include...

- A clear framework & guidelines to effective telesales
- Overcoming fears surrounding telesales
- Getting into the right state & calling with confidence
- Pre-call planning & objective setting
- How to get past the gatekeeper & utilise them as a positive resource
- How to engage decision makers & build rapport
- Self-motivation to keep going
- How to structure your call & have clear messaging
- Define key selling points & pitch
- How to deal with follow ups and appointment setting
- Tips & tricks of the trade
- Closing techniques to get appointments & sales

By the end of the course learners will be able to...

- Build rapport more quickly to have a positive impact on prospects
- Learn how to handle stressful calls & deal with rejection
- Use effective opening statements
- Learn how to overcome objections and close

"I've done loads of telesales training and this was by far the best"

