

Being Easy to Buy From

Outbound Telesales

Overview

The importance of sales for any business cannot be understated; it is the key to success, stability and growth.

Focussed on the skills of cold calling, this programme will ensure you are equipped to increase the amount of customers or appointments, along with everything you need to know to sell your products over the phone.

Who will benefit?

This highly interactive learning is for anybody who needs to convert incoming and/or outgoing calls into business opportunities or sales. This is not only for contact centre staff, as any salesperson who needs to up sell, cross sell or prospect will benefit from the skills included in the programme.

Your Investment

This programme provides 12 months learning and sales development support, including:

- ✓ Pre workshop material
- ✓ 1 day interactive workshop, including lunch and refreshments
- ✓ 12 months access to Illuminate Development's online learning forums, including additional learning materials and ongoing support from Illuminate's programme tutors.

The cost of this programme is just £250 + VAT per person.

Programme content

The programme covers a range of sales knowledge and skills. Upon completion of the programme, you will be able to:

Prepare mentally and physically to make calls

Use the right pitch, pace and tone

Make the right impression in seven seconds

Handle objections

Get to the decision makers

Listen and respond effectively to the prospect

Close the call positively

Consistently increase success ratios

Why Choose Illuminate?

Illuminate Development is a learning and development consultancy that has been built on over 20 years of people development experience.

Our programmes are focussed on the development of practical skills that can be instantly applied in the workplace in order to deliver real business results.

We don't just deliver a training course...we provide learning that really works.

Bookings

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