

getting appointments by telephone

description	A one-day workshop designed to improve the success rate of people who wish to get quality appointments.
who should attend	<ul style="list-style-type: none">• Sales people wishing to improve their own confidence and ability in getting appointments.• Support people who are responsible for getting appointments for sales people.
features	<p>Finding the Business</p> <ul style="list-style-type: none">• generating prospect lists• pre-qualifying prospects. <p>Knowing What To Say</p> <ul style="list-style-type: none">• using the peg statement and initial benefit statements• making them powerful whoever we ring• developing scripts. <p>Making the Call</p> <ul style="list-style-type: none">• opening the conversation and grabbing attention• voice inflexion and speed• using the right words• overcoming objections• fixing the appointment and confirming details. <p>Telephone Practice Sessions</p> <ul style="list-style-type: none">• practice using telephone apparatus, playback and analysis to instil delegate confidence in the process. <p>Action Plans for Success</p> <ul style="list-style-type: none">• individual delegate action plans.
format	Tutorial presentation of ideas and concepts with delegate participation encouraged, to identify how the techniques can best be applied in the workplace to improve business results.
benefits	<ul style="list-style-type: none">• Improved business results through improved telephone techniques.• Improved company image from handling customers in a more professional way.• Increased delegate knowledge and awareness on how to handle customers.

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For more details of our consultancy and training support

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