

## Section V – Telesales Training

Most sale agents lose opportunity by having poor telephone manners and communication skills. INVATERRA's comprehensive telephone skills training course will serve as a solid foundation for call centre sales agents and ensure they handle themselves professionally and confidently to make the most of every opportunity.

The course is an amalgam of the following:

- Effectively Handling Inbound Sales Calls
- Outbound Sales Calls

### Inbound Sales Program

This module will teach sales people the following skills and competencies:

- **Opening the Call**  
Sales agents will interactively teach the required manner for answering calls and ensure that the caller remains confident and that their concerns will be handled in a professional and caring manner.
- **Appropriate Enquiring**  
Without gathering appropriate information, errors in understanding can occur. This session will equip salespeople with the following skills: questioning; open and closed probes, and the understanding of when they are most apt to progress a conversation.
- **Active Listening**  
Even over a telephone line it quickly becomes apparent when a salesperson is paying 'lip-service' to the interaction, rather than actively listening. Telesales people will be shown how to maintain full awareness of the gist of a conversation. Genuine Listening skills will allow the sales trainees to remain in control of the call.
- **Handling Objections**  
When a salesperson demonstrates a feature, talks about a benefit or uses a sales closing technique, their customer may well respond in the negative sense, giving excuses or otherwise responding negatively. The response to this is to handle these objections. There are several methods for handling objections, the most suitable method of which is determined by the nature of your business, the type of customer you are speaking to, and the stage of the sales process.

# Sample Call Center Training Manual

**H Kauffman**



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approach of Green Six Sigma The book is about what we can do now with leadership training and teamwork in every sphere of our businesses Lean originally developed by Toyota is a set of processes and tools aimed at minimising wastes Six Sigma provides a set of data driven techniques to minimise defects and improve processes Integrating these two approaches provides a comprehensive and proven approach that can transform an organisation To make change happen we need both digital tools and analog approaches We know that there has been a continuous push to generate newer approaches to operational excellence such as Total Quality Management Six Sigma Lean Sigma Lean Six Sigma and FIT SIGMA It is vital that we harness all our tools and resources to regenerate the economy after the Covid 19 pandemic and make climate change initiatives successful for the survival of our planet Six Sigma and its hybrids e g Lean Six Sigma should also play a significant part Over the last three decades operational performance levels of both public sector and private sector organisations improved significantly and Lean Six Sigma has also acted as a powerful change agent We urgently need an updated version of these tools and approaches The Green Six Sigma Handbook not only applies appropriate Lean and Six Sigma tools and approaches fitness for the purpose but it aims at sustainable changes This goal of sustainability is a stable bridge between Lean Six Sigma and climate change initiatives Hence when the tools and approaches of Lean Six Sigma are focused and adapted primarily to climate change demands we get Green Six Sigma

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