

## 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

**RD Boyd**



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Mann, Ofelia C. De Hodgins, Richard L. Hulbert, Christopher J. Lacke, 2011-09-20 This hands on book presents a complete understanding of Six Sigma and Lean Six Sigma through data analysis and statistical concepts In today s business world Six Sigma or Lean Six Sigma is a crucial tool utilized by companies to improve customer satisfaction increase profitability and enhance productivity Practitioner s Guide to Statistics and Lean Six Sigma for Process Improvements provides a balanced approach to quantitative and qualitative statistics using Six Sigma and Lean Six Sigma methodologies Emphasizing applications and the implementation of data analyses as they relate to this strategy for business management this book introduces readers to the concepts and techniques for solving problems and improving managerial processes using Six Sigma and Lean Six Sigma Written by knowledgeable professionals working in the field today the book offers thorough coverage of the statistical topics related to effective Six Sigma and Lean Six Sigma practices including Discrete random variables and continuous random variables Sampling distributions Estimation and hypothesis tests Chi square tests Analysis of variance Linear and multiple regression Measurement analysis Survey methods and sampling techniques The authors provide numerous opportunities for readers to test their understanding of the presented material as the real data sets which are incorporated into the treatment of each topic can be easily worked with using Microsoft Office Excel Minitab MindPro or Oracle s Crystal Ball software packages Examples of successful complete Six Sigma and Lean Six Sigma projects are supplied in many chapters along with extensive exercises that range in level of complexity The book is accompanied by an extensive FTP site that features manuals for working with the discussed software packages along with additional exercises and data sets In addition numerous screenshots and figures guide readers through the functional and visual methods of learning Six Sigma and Lean Six Sigma Practitioner s Guide to Statistics and Lean Six Sigma for Process Improvements is an excellent book for courses on Six Sigma and statistical quality control at the upper undergraduate and graduate levels It is also a valuable reference for professionals in the fields of engineering business physics management and finance *The Green Six Sigma Handbook* Ron Basu, 2022-09-08 This book is a hands on single source reference of tools techniques and processes integrating both Lean and Six Sigma This comprehensive handbook provides up to date guidance on how to use these tools and processes in different settings such as start up companies and stalled projects as well as establish enterprises where the ongoing drive is to improve processes profitability and long term growth It contains the hard Six Sigma approach as well as the flexible approach of FIT SIGMA which is adaptable to manufacturing and service industries and also public sector organisations You will also discover how climate change initiatives can be accelerated to sustainable outcomes by the holistic

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*Issues Presented by Air Reserve Center Training Manual* United States. Congress. House. Committee on Un-American Activities, 1960 Investigates the Air Reserve Center Training Manual which contains charges of Communist infiltration in the National Council of Churches of Christ

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