

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

Victor M. Corman



Sample Call Center Training Manual:

Enjoying the Song of Expression: An Mental Symphony within **Sample Call Center Training Manual**

In some sort of consumed by monitors and the ceaseless chatter of fast communication, the melodic elegance and mental symphony developed by the prepared term frequently fade in to the background, eclipsed by the constant sound and interruptions that permeate our lives. Nevertheless, situated within the pages of **Sample Call Center Training Manual** a charming literary treasure overflowing with fresh thoughts, lies an immersive symphony waiting to be embraced. Constructed by a masterful composer of language, that captivating masterpiece conducts readers on a mental journey, well unraveling the concealed songs and profound impact resonating within each cautiously constructed phrase. Within the depths of this touching review, we can discover the book is main harmonies, analyze its enthralling publishing model, and surrender ourselves to the profound resonance that echoes in the depths of readers souls.

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