

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

Sandra M. Reed



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Table of Contents Sample Call Center Training Manual

1. Understanding the eBook Sample Call Center Training Manual
 - The Rise of Digital Reading Sample Call Center Training Manual
 - Advantages of eBooks Over Traditional Books
2. Identifying Sample Call Center Training Manual
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Sample Call Center Training Manual
 - User-Friendly Interface
4. Exploring eBook Recommendations from Sample Call Center Training Manual
 - Personalized Recommendations
 - Sample Call Center Training Manual User Reviews and Ratings
 - Sample Call Center Training Manual and Bestseller Lists
5. Accessing Sample Call Center Training Manual Free and Paid eBooks
 - Sample Call Center Training Manual Public Domain eBooks
 - Sample Call Center Training Manual eBook Subscription Services
 - Sample Call Center Training Manual Budget-Friendly Options
6. Navigating Sample Call Center Training Manual eBook Formats

- ePub, PDF, MOBI, and More
- Sample Call Center Training Manual Compatibility with Devices
- Sample Call Center Training Manual Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Sample Call Center Training Manual
 - Highlighting and Note-Taking Sample Call Center Training Manual
 - Interactive Elements Sample Call Center Training Manual
- 8. Staying Engaged with Sample Call Center Training Manual
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Sample Call Center Training Manual
- 9. Balancing eBooks and Physical Books Sample Call Center Training Manual
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Sample Call Center Training Manual
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Sample Call Center Training Manual
 - Setting Reading Goals Sample Call Center Training Manual
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Sample Call Center Training Manual
 - Fact-Checking eBook Content of Sample Call Center Training Manual
 - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
- 14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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