

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 Pogram

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

SJ Ball

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Training Manual United States. War Dept, 1925 The Call Center Handbook Keith Dawson, 2003-11-20 Need to know how to buy a phone switch for your call center How to measure the productivity of agents How to choose from two cities that both want your center No problem The Call Center Handbook is a complete guide to starting running and im States Army Training Manual United States. Adjutant-General's Office,1925 Federal Procurement and Contracting Training Manual for Minority Entrepreneurs United States. Office of Minority Business Enterprise, 1975 The Complete Book of Resumes Karen Schaffer, 2005-11-01 Army Training Manual U.S. Adjutant-general's office, 1925 Crafting the perfect resume is the first step for job seekers And these days employers have tons of different filters to weed out candidates and narrow their hiring pool The Complete Book of Resumes is packed full of information on crafting a resumes and the kind of structure and language that will get an employer s immediate attention as well as tons of samples for readers to use as a guideline for success The Complete Book of Resumes includes information on How to begin if you re starting from scratch The profile or the most important part of your resume Work experience or What have I been doing all these years Punching it up how to make a good resume great The career transition resume chapter for brave souls You re just starting out Big leaps positioning yourself for jobs above your current level Including more than 300 resumes The Complete Book of Resumes is perfect for recent graduates or seasoned candidates with years of experience The Case Manager's Training Manual David W. Plocher, Patricia L. Metzger, 2001 Stem Cell and Bone Marrow Transplantation

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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 **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 The Ultimate Guide to **Sales Training** Dan Seidman, 2012-01-11 The Ultimate Guide to Sales Training is the go to reference for sales managers sales trainers sales coaches and sales consultants who want to increase a sales force s productivity by using these proven techniques Building Mental Flexibility Anchoring Concepts for Easy Recall Encouraging Behavioral Change Covering a wide range of topics The Ultimate Guide to Sales Training shows how to develop a selling system prospect effectively and gualify and disqualify prospects The book also covers information on using power questioning techniques handling objections and includes solution selling guidelines and ideas for creating and delivering potent presentation practices. In addition the author covers such hot topics as managing reps attitudes and how to close the sale He also includes suggestions for overcoming buyer resistance and making change occur as well as getting beyond barriers that block decision makers and much much more Praise for The Ultimate Sales Training Handbook This book should be on the desk of every sales manager and sales trainer Dan Seidman created a treasure chest of ideas concepts skills sets and motivation tools that are ready to be converted into cash Gerhard Gschwandtner founder and publisher Selling Power Magazine Sales professionals throughout the world will discover performance improvement through this training encyclopedia Dan Seidman is helping make sales training a major strategic driver for all organizations Tony Bingham president and CEO ASTD Each chapter just might be the one piece that plugs the gap in your team's performance Dan is truly earning the title Trainer to the World's Sales Trainers Willis Turner CAE CSE president and CEO of Sales Marketing Executives International Wisconsin Pesticide Applicator Training Manual Steve Tomasko, 2011 PHR, PHRi and SPHR, SPHRi Human Resources Certification Complete Study Guide Sandra M. Reed, 2024-11-13 Prepare for the updated 2024 PHR PHRi and SPHR SPHRi certification exams smarter and faster with this Sybex Study Guide The newly revised sixth edition of the PHR PHRi and SPHR SPHRi Human Resources Certification Complete Study Guide 2024 Exams is the ideal resource for HR professionals seeking to validate their skills and knowledge acquired through years of practical experience or for a relative newcomer to the HR field looking to strengthen their resume The new edition of the bestselling PHR and SPHR Study Guide reflects the recently updated A Guide to the Human Resource Body of Knowledge HRBoK and is written to help you prepare for these challenging exams The Study Guide walks you

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