

Debbie Bowman
CONSULTANT

Telephone Sales Skills

Course content

- Sales structure- Probe / Match / Confirm / Close - and 'The 8 Steps to Success'
- Communication skills – asking questions and active listening, how to build a good relationship with anyone
- Use the power of your voice to influence clients
- How to handle objections with confidence
- Understanding the difference between features and benefits and then consider your approach from the point of view of the client
- Closing the sale

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