

Closing The Sale & Dealing With Objections Training Description

Duration: 1 Day

Closing the Sale and Dealing with Objections. This course reviews the sales process and identifies the appropriate time to apply a close and how to go about it. Through role-play and questionnaires we analyse your closing technique and highlight areas for improvement. The course also includes effective methods of dealing with customers' objections and indecision.

The Course Suits

Any person involved in the final stages of the sales process.

Training Benefits

- 20+ types of closing strategies
- Greater confidence in handling objections positively
- Understanding the customer's motivation
- Overcoming customers' objections to the price
- Individual sales issues discussed and resolved

Course Timetable

09:30 - 09:45 Coffee & Course Objectives

09:45 - 10:45 Task 1

10:45 - 11:30 3 ½ Steps To Selling
(Establishing Interest & Prospecting, Presenting, Closing, Keeping the Doors Open)

11:30 - 12:00 Types of Closes
(23 closes are analysed)

12:00 - 13:00 What Type of Closer Are You?
(Personal test)

13:00 - 14:00 Lunch

14:00 - 14:30 Task 2

14:30 - 16:30 Dealing With Objections Effectively
(Types of objections, pre-handling objections, answering objections)

16:30 - 16:45 Summary & Action Plans Agreed