Closing Incoming Calls Effectively
Training Description

This course concentrates on incoming calls which potentially could lead to new business. Delegates attending this course are taught to ask the right questions at the right time to ensure that the maximum result is achieved from each and every call. As with all courses of this type, a big emphasis is placed on roleplaying to drive the points home.

This sales training course is available throughout the UK.

CPD Value 5.5 Hours

CPD = Continuous Professional Development (All PTP courses are approved for CPD by the Law Society and meet the standards expected of all professional bodies).

The Course Suits

Anyone who receives incoming calls and wants to maximise sales opportunities

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 - 10:00 Coffee & Course Objectives

10:00 - 10:30 Task 1: What Do We Hate About Calling Other Companies?

10:30 - 11:15 Incoming Calls - The Basics (First impressions, Answering the Telephone, The Correct Vocabulary, Keep In Touch, Details)

11:15 - 11:30 Coffee Break

11:30 - 13:00 Closing The Sale (Test Close Questions, Over 20 Types of Closes)
13:00 - 14:00 Lunch Break.

14:00 - 15:00 Task 2: What Type of Closer Are You? (Personal Test)

15:00 - 16:30 Handling Objections (Pre-handling Objections, Dealing with The Price Objection Effectively)

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