

## DEVELOPING SALES SKILLS

Take control and learn the essential skills and techniques required to achieve and maintain successful performance in a sales role. Whether you are a new sales advisor, current sales advisor with no formal training, experienced in sales and just need a refresher or a manager involved in coaching sales advisors, this workshop covers tried and tested techniques providing sales strategies for different situations. This training is suitable for face-to-face and telesales staff.

### Do I need any experience?

No. Our trainers have designed the workshop to give you all the information and training you need to develop your skills.

### What if I can't fit it in?

The Business Solutions @ Northbrook team understand how hectic life can be sometimes; it's for this reason that we're happy to customise this workshop for individual employers and ensure flexible delivery, either on your premises or at Northbrook College (A company costing will be provided once your training needs are finalised).

### What will I gain from this course?

Upon completion of this workshop you will receive a Northbrook College Certificate of Attendance and easy to follow handouts.



### What will I learn on this course?

This workshop will cover:

- > How to prepare for success
- > The importance of the 'introduction' and first impressions
- > Effective questioning techniques to establish customer needs
- > How body language, tone, and words effect successful communication
- > How to gain commitments from your customer
- > How to sell benefits, not features
- > Handling objections and closing techniques
- > Strategies for consolidating the sale and building ongoing relationships

### What are the specific details?

<b>Price</b>	£85.00
<b>Duration</b>	3 hours

For the latest course information including dates, please visit our website and select 'Our Training' from the top right of the page:

[www.northbrook.ac.uk/BusinessSolutions](http://www.northbrook.ac.uk/BusinessSolutions)

### How do I enrol or get further information?

For further information, or enrolment, please contact the Business Solutions @ Northbrook team on:

☎ (01903) 606 114

✉ [business.solutions@nbcoll.ac.uk](mailto:business.solutions@nbcoll.ac.uk)

🌐 [www.northbrook.ac.uk/BusinessSolutions](http://www.northbrook.ac.uk/BusinessSolutions)

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