

TELEPHONE SELLING TECHNIQUES

KEYBA Customised Sales Training Program

Engage your staff to experience an interactive Telephone Selling Techniques Training Program to achieve greater sales results. This customised training program will provide your business with a professional sales tool kit to grow and develop each telesales staff member to reach their full potential.

Learn the step-by-step process of prospecting and selling on the telephone. Convert those leads you have obtained from networking events, referrals, past clients or lists into steady income.

Ensure your staff have the competitive edge to achieve targets and larger profits. Learn how to take the pain out of non-motivating prospecting and achieve highly effective conversions and wins.



The Sales Professional's biggest challenge is using the phone effectively!



Learn the secrets of PROSPECTING and selling your way into NEW opportunities

- ✓ The importance of the 'purpose of the call' and the outcome objective
- ✓ How to sell yourself and your business over the phone
- ✓ How to open up a conversation with a customer
- ✓ How to define your campaigns
- ✓ How to deal with rejections
- ✓ How to plan your opportunities
- ✓ How to recognise verbal buying signals
- ✓ How to know the objections before you begin
- ✓ How to trial close the customer through soft, hard and alternative closing techniques
- ✓ How to use your weekly planner
- ✓ How to stick to your game plan
- ✓ Tactics to keep you motivated
- ✓ How to improve your closing ratio over the phone

For more information, please call 1300 4 ADVICE or go to www.keyba.com.au



**KEY
BUSINESS
ADVISORS**

Taking Businesses from Good to Great

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