



Telesales Training Course

About This Course

Telesales Training Course



Do you want to attract new customers and identify new sales opportunities by engaging with customers when selling on the telephone?

Our Telesales Training Course will provide you with a toolkit that will help you to find new leads, win more business and sell successfully over the phone.

This Telesales Skills training course is delivered as a scheduled open online training course or in-house just for your business.

We deliver the course as a face to face course and a live virtual online course.



The Course Aim & Objectives

Here's what you will learn on our telesales course



Course Aim

This telesales training course will provide the skills and structure to maximize conversions rates of sales calls and help reduce barriers and resistance that staff might face when selling over the telephone.

Course Objectives

By attending this Telesales Skills Training Course you will:

- Understand the key skills and approaches to use when selling over the telephone
- Be able to structure a sales call effectively using a simple to follow framework
- Know how to engage potential customers in conversation rather than read from a script
- Be able to use effective questioning to understand customer needs
- Know how to present a product or service so it sounds perfect for the customer
- Be able to calmly deal with resistance and challenges and turn this into a conversion

The Course Content

Here's what we cover in our telesales course



Opening the Call and Engaging the Customer

- Introducing yourself and your business to the customer
- Establishing immediate rapport
- Make it feel less like a sales call

Sound More Human and Less Like a Robot

- Using voice and words to generate interest
- Making it conversational and not like direct selling

Using the Right Language

- What to say and what not to say when talking to customers
- Using positive language that generates interest
- Making the customer feel valued

Establishing the Customers Needs and Interest

- Use effective rapport building and questioning techniques to find out more about the customer
- Identifying links between what the customer says and products and services available

Presenting Products and Services

- Matching your gathered information to products and services
- Presenting products in a way that will interest the customer
- Dealing with resistance and knockbacks to win the sale without being pushy

Closing and Winning the Sale

- Ways to push the call to a close
- How to ask the customer if they will buy
- Gaining commitment and closing the sale
- Ensure the relationship is maintained even if the sale is unsuccessful

Delivery Options

How we deliver our telesales course

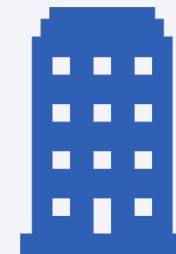


Open Training Course

Delivered online as a scheduled open training course

£215.00 + VAT / €239.00

Price per delegate.



In-House

Delivered at your business location or a location of your choice anywhere in the UK, Ireland, across Europe or online.

We can adapt the course content to meet your specific needs and those of your team.

Contact us for a quote.

Open Training Course

Attend our scheduled online training course



We deliver our telesales training course as an online scheduled open training course.

Perfect for when there is just you, one of your colleagues or a small group of you that would like to attend the course.

Our scheduled courses run on a regular basis and are delivered via Zoom.

You will find them just as engaging and interactive as our in-person training course.

See the course page on our website for more details and the course schedule.



In-House Delivery

Train your team. Train your entire company



We can deliver our telesales training course just for your team or organisation.

1

Start with an off-the shelf course

We'll use the content in the overview as a starting point

2

Understanding your needs

We'll work with you to agree what outcomes you want from the course

3

Making it yours

We will shape the content to ensure the course meets your requirements

4

Delivering the skills

We then deliver the course that we've agreed either in-person or online

Make it even more bespoke

We can completely redesign the course to meet your needs. Just tell us what you need, and we can put a no obligation proposal together for you.

Online Training Course

Fun, engaging and interactive – delivered online



Our telesales training course can be delivered as a virtual online course.



The same great content reimagined for the online environment.

- ✓ Our open training courses are delivered using Zoom
- ✓ When delivered in-house, we can use the platform you are most comfortable with
- ✓ Re-designed sessions to allow for interactivity and engagement in the online environment
- ✓ The same fun, engaging and down to earth approach
- ✓ Join your course from anywhere

About Us

Here's a bit about us and what we do



We are Revolution Learning and Development

We are a leading learning and development consultancy based in the UK. We provide our services across the UK, Ireland and Europe.

- ✓ We deliver fun, engaging and down to earth training courses in-person and online
- ✓ Over 20 years of training experience
- ✓ Incredibly cost effective and a real focus on return on investment
- ✓ 92% of our clients rebook us for further training and development
- ✓ Flexible training and development solutions

Let's Talk

We're here to help



If you have any questions about our telesales course or would like a quote for an in-house course, then just get in touch.

Call Us:

UK: 03333 444575

ROI: 015549779

Email Us:

hello@revolutionlearning.com

Visit Us:

UK: <https://www.revolutionlearning.co.uk>

ROI: <https://www.revolutionlearning.ie>

EU: <https://www.revolutionlearning.com>