
sales skills for Non-Salespeople

PROGRAM OVERVIEW:

Technically, you're not a "salesperson", you're not employed to be a salesperson, your job description doesn't say salesperson, but everyone is a salesperson and you have a role to play in your company's sales process.

KEY LEARNING OUTCOME:

Participants will be able to understand how key sales is to the business and their roles. Be confident to speak with customers to gain more information and knowledge of their needs and purposes.

WHO SHOULD ATTEND?

- Personnel who are not professional salespeople, ie: front line hospitality worker, front line administration or retail worker etc.

DURATION:

- 1 or 2 days, depending on client needs

VENUE REQUIREMENTS:

- Preferably face to face, maximum of 15 people

POST PROGRAM FOLLOW UP:

- 1 hour webinar 3 weeks after the program

PROGRAM PREREQUISITES:

Pre-work will be given to participants to learn about their customer before coming to the training

INCLUDED MODULES:

- Understanding a Customer
- Understanding what Sales is
- Why is Sales Important?
- Essential Sales Skills
- Questioning Skills
- Handling Objections
- Asking for the business
- Role-Plays to practice key skills learned

