



Contact Centre Skills Series Telephone Selling

When: <As Required>

Duration: 1 day

Time: 9.00-4.00

Where: <Venue of your Choice>

Telephone Selling can often feel like banging your head against a brick wall. While some people relish the challenge, many find the reality of the situation disheartening at times. It can be hard to get through to the right person, get past the dreaded past voicemail, let alone get them interested in your product/service.

This one day course will give you practical solutions and tips for getting past those gatekeepers, getting your calls returned and boosting your sales results. You will leave this session energised and inspired –eager to make calls and that motivation will last.

Whether you are a new to getting appointments or making sales by phone, or whether you would just like to refresh and pick up some new tips, this course will be a good investment of your time. You will be hitting your targets and enjoying your work all at the same time!



Who should attend?

People using the telephone to introduce their organisation, make appointments, sell products or services and follow-up leads. The session will be invaluable for people new to this type of work and will also be a good refresher to energise existing telephone sellers.

Learning Outcomes

- ✦ **Build motivation and overcome call reluctance.**
- ✦ **Know what to say and do in the first 10 seconds of the call.**
- ✦ **How to use your voice to double your success rate.**
- ✦ **Techniques to get past gatekeepers and get voicemail messages returned by an extra 61%**
- ✦ **How to overcome objections and follow-up without being a pest!**

About Real Results Training and Carolyn Blunt

Real Results Training is a North West learning and development consultancy that specialise in people skills. Carolyn Blunt is the lead consultant and founder. Carolyn has worked in strategic positions for Tesco HQ and Fujitsu Services Ltd, the world's third largest IT company with geographical responsibility for the Call Centre Division in Northern England and Ireland.

Carolyn was responsible for people development strategy, analysing training needs, designing programmes, delivering training, evaluating programmes for the 1000 Call Centre employees and management. Fujitsu Services Call Centre Division was Highly commended by National Training Awards 2002, Winner of European Call Centre Awards for Best People Development Programme, 2002. Real Results is a preferred supplier for the University of Central Lancashire. Carolyn has most recently worked with clients such as The University of Manchester, Vertex, Woolworths and United Utilities. Carolyn's operational experience, people development knowledge and engaging delivery style ensure a unique learning event.

Testimonials

"We have never had such positive feedback. I will have no hesitation in recommending Real Results to my colleagues and contacts in the future."

Mike Taylor, United Utilities

"Thoroughly enjoyable and useful. Hard to improve the format" **SMART Telesales**

"Excellent trainer delivery" **Carphone Warehouse**

Register now!

Tel: 0161 408 2003 • Fax: 0161 338 8099 • Email: hello@real-results.co.uk

Fees

To attend this one day workshop

£ In-house (on your premises) £POA + VAT for up to 15 participants

Contact Real Results Training

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