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Invita Training Center

Telesales

This course includes key concepts involved in successful telephone selling. The participants will have a thorough understanding of the basic concepts of telesales and become more productive in their communication with their prospects, or customers. They will also acquire the skills and knowledge for converting inbound calls, making cold calls, follow-up calls, calls to existing customers and calls to inactive customers.

Course Outline

- Introduction
- Sales & The Telephone
- The Sales Process
- Buying
- Handling Objections
- Buying Signals & Closing The Sale

Who Should Attend

Middle level staff such as:

- People New to telesales
- Anyone responsible for leading a telesales team or
- call center
- Experienced telesales people looking for a refresher course

Prerequisites

The candidate must have completed or be in the process of completing a high school or secondary school diploma or similar educational standards.

Approvals & Accreditation

- Ministry of Labour, Kingdom of Bahrain
- HABC
- ILM

Course Duration

The standard duration of this course is 13 contact hours.

Learning outcomes

Upon the completion of this Course, the learner will be able to:

- Identify the main obstacles to effective Telesales
- Understand the nature of the process behind successful Telesales
- Understand a range of techniques that can be applied in Telesales
- Use these techniques to build an effective Telesales process capable of delivering real results
- Explain the benefits of having an effective Telesales process that is implemented and supported by the organization

Training methods

- Interactive facilitator lead learning
- Class activities
- Group discussions
- Case studies
- Practical sessions
- Question and answer sessions
- E-learning
- Role-plays
- Self-assessment tools

Assessment

Learners will be doing an exam in the last day of training and will be receiving the certificate upon achieving = or > 70% in the exam.

For more information please feel free to contact:

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