

# Sales Training & Personal Development

**Tied to your desk—but need to train and develop your sales team?**

**Rising targets and objectives—but restricted to the same head count?**

**Are the “old-hands” passing on bad habits and attitudes to newer members of the team?**



## Key Training Modules

- Developing a Sales Process
- Building Relationships
- Questioning & Listening Skills
- Using Positive Language
- Offer Analysis
- Quotes & Proposals
- Objections & Concerns
- Presentation Skills
- Advanced Questioning
- Getting Appointments
- Negotiations
- Effective Telephone Skills
- Forecasting
- Key Account Management
- Time Management
- Creating a Positive Customer Experience

Training should be considered as a process – not an event. That’s why TLC training sessions are best separated by a number of weeks. There are many advantages to this approach: delegates have time to try out new ideas and techniques, there is less chance of “training overload” and the change in work habits are more likely to last.

TLC provide a range of flexible training modules and programs that can be combined and tailored to deliver a customised course for your specific needs. Typically, no more than 4 to 5 modules should be combined to create an effective training day. Program material is designed to be practical, realistic and relevant to your business culture.

TLC deliver programs that focus on providing solutions to the key issues that are affecting the personal development of you, your staff or organisation. Optionally, TLC can be available by ‘phone and email between training sessions to provide support to your sales team regarding specific issues and sales opportunities.

With a mixture of role-playing, lectures and interactive sessions; these modules can be combined to create a range of sales and marketing training programs.

Contact TLC today to discuss *your* sales training and personal development requirements.