

SM 004: Outbound Telesales Training

[2-Day Program]



Overview

This program is designed to furnish sales representatives with knowledge and skills needed to be effective on the phone with emphasis on customer experience and retention. It focuses on defining and highlighting the importance of SMART goals and how to set them. In addition, the program also focuses on identifying different buyer types and the effective ways to sell to each of them.

Through this program, sales representatives are given a better understanding of how they can measure their performance and how their numbers affect the business. The participants also engage in listening activities to help identify the challenges of making sales calls. Finally, sales representatives are made aware of how to maintain a positive disposition despite the numerous challenges they may face daily.

Learning Outcomes

Upon completion of programme, participants will be able to:

- Set SMART goals to plan desired targets
- Identify the different buyer types and how to handle them effectively
- Understand the sales goals setting and manage productivity
- Use outbound call skills effectively
- Identify the challenges and determine what can and cannot be controlled and how to overcome them
- Differentiate needs, objectives and expectations and come up with strategic sales plans
- Measure own performance and how to improve it

Who Must Attend.

This workshop will benefit both new and existing telesales representatives

Course Detail

- Module 1 : What I Need To Know About Tele-Sales
- Module 2 : Shaping My Profile To Be A Successful Sales Representative
- Module 3 : Understanding Your Customer's Profile
- Module 4 : Sales Activities Planning
- Module 5 : How to Be Outstanding On the Phone
- Module 6 : The Certainties & Understanding Of Selling
- Module 7 : Positioning Your Products
- Module 8 : Building Relationship
- Module 9 : Dealing With Different Customer Challenges & My Own

Methodology

Coaching and facilitative approach through interactive presentations, self-assessments, group activities and powerful and engaging simulations.

Course Leader

Mahadevi Batmanathan is a knowledgeable Soft Skills, English Language and Leadership & Development Trainer with a sound understanding of needed traits for workplace success. She has an extensive background in developing and facilitating training programs for employees using adult learning principles and interactive approach. In addition, she is well-versed with delivering presentations, giving assessments and identifying training needs. Overall, she has 17 years of experience in the training/teaching domain which includes her association with MNC's and educational institutions. Mahadevi was the in-house trainer for AIG(M) Sdn. Bhd, CSC(M) Sdn. Bhd, HSBC (M)Sdn. Bhd, ELS Language Centers(M) Sdn. Bhd, Mantissa Institute and Olympia College. She is a certified Situational Leadership and Leadership & Development Trainer.

She has managed the entire training functions for the corporate sector including content development, mentoring trainers and creating leaders. She has been actively associated with people from various cultural backgrounds to bridge the areas in communication and comprehend the changing needs of an organization. She believes training should be engaging and fun. Her primary goal is to keep learning relevant to the learners needs. She has conducted various training programs and has been consistent in nurturing goals towards positive results.

Her areas of training expertise include the following:

- Leadership & Development (DDI Programs): Coaching for Peak Performance, Communicating for Leadership Success, Driving Change, Making High-Quality Decisions, Advanced Coaching, Taking the Heat.
- Situational Leadership for Leaders
- Management Skills for New Managers: Effective Communication, Motivation, Performance Management, Delegation for Growth & Development and Coaching for Performance
- Certified Intensive English Program (CIEP) for Elementary, Intermediate and Advanced levels
- English for Finance
- Business Communication
- Business Writing
- Soft Skills Programs: Writing Effective E-mails, Effective Telephone Techniques, Language Enhancement Program, Presentation Skills, Customer Service with Impact, Tele-Sales Skills
- MARA Higher Education Professional Development for English Teachers
- IELTS & TOEFL Preparation Classes

Corporate Training Clients:

- **Sunway Properties Sdn. Bhd.**- Business Communication
- **Sunway Lagoon Sdn. Bhd.**- Business Communication & Writing
- **Honda Malaysia**- Powerful Presentation Skills
- **INSTEP PETRONAS** (Terengganu)-Business Communication & Writing
- **FSTEP Bank Negara** (Kuala Lumpur)-English for Finance
- **WWRC Malaysia Sdn. Bhd.** (Shah Alam)- Communicative English Program
- **PJ Hilton**- Business Communication & Writing
- **University of Science and Technology, Suzhou, China**- Intensive English
- **Selangor Human Resource Development Centre (SHRDC)**-Intensive English
- **QI Services (M)**- Business Communication & Writing
- **Opcom Cables**- Communicative English
- **Sanden Air Conditioning Sdn. Bhd.**- Business Writing

Course Fee

Request For Quotation For In-House Programme

Certificate

Upon successful completion of this program, you will receive a Certificate of Attendance.

Certificates are distributed on the final day of the program.

Payment mode:

Please make payment to:

IKLIM PRIMA SDN BHD
Company Registration No: 1021120-M
BANK: MAYBANK
BANK ACCOUNT NO: 5124 8244 0204

1. BANK IN CHEQUE

Bank in and then scan the Bank-in slip and email to us before the course commence to confirm your seat.

OR Courier your cheque payment to our Finance HQ.

*Note that we DO NOT take any payments during the event.

3. BANK IN CASH: You can also pay by cash through bank-in our company bank account.

4. Interbank Transfer- You can also opt to use GIRO transfer.