

Section V – Telesales Training

Most sale agents lose opportunity by having poor telephone manners and communication skills. INVATERRA's comprehensive telephone skills training course will serve as a solid foundation for call centre sales agents and ensure they handle themselves professionally and confidently to make the most of every opportunity.

The course is an amalgam of the following:

- Effectively Handling Inbound Sales Calls
- Outbound Sales Calls

Inbound Sales Program

This module will teach sales people the following skills and competencies:

- **Opening the Call**
Sales agents will interactively teach the required manner for answering calls and ensure that the caller remains confident and that their concerns will be handled in a professional and caring manner.
- **Appropriate Enquiring**
Without gathering appropriate information, errors in understanding can occur. This session will equip salespeople with the following skills: questioning; open and closed probes, and the understanding of when they are most apt to progress a conversation.
- **Active Listening**
Even over a telephone line it quickly becomes apparent when a salesperson is paying 'lip-service' to the interaction, rather than actively listening. Telesales people will be shown how to maintain full awareness of the gist of a conversation. Genuine Listening skills will allow the sales trainees to remain in control of the call.
- **Handling Objections**
When a salesperson demonstrates a feature, talks about a benefit or uses a sales closing technique, their customer may well respond in the negative sense, giving excuses or otherwise responding negatively. The response to this is to handle these objections. There are several methods for handling objections, the most suitable method of which is determined by the nature of your business, the type of customer you are speaking to, and the stage of the sales process.

Sample Training Manual For Call Center Operations

Ramanathan, Jay, Ramnath, Rajiv



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The Case Manager's Training Manual David W. Plocher, Patricia L. Metzger, 2001 Stem Cell and Bone Marrow Transplantation
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Table of Contents Sample Training Manual For Call Center Operations

1. Understanding the eBook Sample Training Manual For Call Center Operations
 - The Rise of Digital Reading Sample Training Manual For Call Center Operations
 - Advantages of eBooks Over Traditional Books
2. Identifying Sample Training Manual For Call Center Operations
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Sample Training Manual For Call Center Operations
 - User-Friendly Interface
4. Exploring eBook Recommendations from Sample Training Manual For Call Center Operations

- Personalized Recommendations
 - Sample Training Manual For Call Center Operations User Reviews and Ratings
 - Sample Training Manual For Call Center Operations and Bestseller Lists
5. Accessing Sample Training Manual For Call Center Operations Free and Paid eBooks
 - Sample Training Manual For Call Center Operations Public Domain eBooks
 - Sample Training Manual For Call Center Operations eBook Subscription Services
 - Sample Training Manual For Call Center Operations Budget-Friendly Options
 6. Navigating Sample Training Manual For Call Center Operations eBook Formats
 - ePub, PDF, MOBI, and More
 - Sample Training Manual For Call Center Operations Compatibility with Devices
 - Sample Training Manual For Call Center Operations Enhanced eBook Features
 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Sample Training Manual For Call Center Operations
 - Highlighting and Note-Taking Sample Training Manual For Call Center Operations
 - Interactive Elements Sample Training Manual For Call Center Operations
 8. Staying Engaged with Sample Training Manual For Call Center Operations
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Sample Training Manual For Call Center Operations
 9. Balancing eBooks and Physical Books Sample Training Manual For Call Center Operations
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Sample Training Manual For Call Center Operations
 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
 11. Cultivating a Reading Routine Sample Training Manual For Call Center Operations
 - Setting Reading Goals Sample Training Manual For Call Center Operations
 - Carving Out Dedicated Reading Time
 12. Sourcing Reliable Information of Sample Training Manual For Call Center Operations

- Fact-Checking eBook Content of Sample Training Manual For Call Center Operations
- Distinguishing Credible Sources

13. Promoting Lifelong Learning

- Utilizing eBooks for Skill Development
- Exploring Educational eBooks

14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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