



SALES TEAM RESILIENCE

KEEP POSITIVE, STAY CALM AND REMAIN DETERMINED

Can you remember a time you made one last call for the day and it resulted in a big sale? Or can you recall asking a prospect just one more question that opened the door for your product or service?

Conversely, what happens when you are feeling down? You make less calls and you are missing the oomph that woos the customers and clients. What about when a customer's negativity hangs in the air like a thin mist.

Why Sales Teams Need Resilience:

Post GFC prices are more competitive

Global competition

Cheaper Imports

Outsourcing of Services

Sales Resilience is a breakthrough course. Designed by a team Sales Managers and Organisational Psychologists, to help sales teams strengthen their determination. S-t-r-e-t-c-h-i-n-g and reshaping targets can motivate a team. The course also challenges the culture of entitlement within some sales teams. You might have a few people that could definitely improve their sales but are too comfortable.

Learn how to draw on your own inbuilt resilience mechanisms and turn that into positive energy for the entire sales group.

KEY LEARNING OUTCOMES

At the conclusion of this course participants will be able to:

- Harness the power of your inner strength to stay focused
- Use evidence based outcomes to measure improved sales resilience
- Display empathy with customers
- Understand personality profiles
- Build emotional connections with customers
- Negotiate better due to improved inner resolve
- Build rapport with customers and suppliers (even when it seems impossible)
- Feel comfortable asking deeper probing questions
- Develop a consultative selling style and a more fluid presentation
- Bounce back quicker after a disappointment
- Ask for referrals on any occasion (some sales people just don't feel comfortable and miss this opportunity)

NUTS AND BOLTS

This program can be facilitated at your office.

Guidelines

- **Group Size:** An ideal group size is 6 – 10 participants.
- **Venue:** For your convenience, you can choose to conduct this program at your offices. Alternatively, we can provide a venue at a small additional cost.
- **Duration:** One or two day options.

- **Cost:** Upon request.
- **Target Audience:** Sales Teams

Look at what you receive within 24 hours at no cost:

- a program outline
- a bio of a proposed facilitator
- program cost
- possible dates (if requested)

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Ph: 1300 323 752 **email:** mail@preftrain.com.au **Web:** www.preftrain.com.au



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