

learning  
equals  
development

## EQV Course Outline



■ Telesales

■ 2 Day

Tel: 0844 888 2732 E-mail: [lets-talk@eqv.co.uk](mailto:lets-talk@eqv.co.uk) [www.eqv.co.uk](http://www.eqv.co.uk)

EQV (UK) Ltd, The Mill House, Dovecote Court, Potters Marston, Leicestershire, LE9 3JR

## Telesales (1 Day)

### Business Benefit

Telesales can be a very profitable source of business for many organisations, but for the telesales operative it is a tough job requiring skill, determination and resilience. This course starts with the basics and covers every aspect of telesales.

### Who Should Attend?

New telesales staff or experienced people who would benefit from some 'refresher' training.

### Learning Objectives

*By the end of this course  
you will be able to...*

- Demonstrate the correct breathing and voice style techniques
- Demonstrate how to handle both positive and negative responses
- Stay in control when dealing with 'difficult' situations
- Describe the key telesales concepts
- Demonstrate the correct methods for making follow up calls
- Demonstrate effective closing techniques
- Create a personal implementation plan

### Course Content

- Overcoming 'telephone nerves'
- Telesales knowledge, attitude and ability
- Defining the telesales professional
- Dealing with 'difficult people'
- Breathing and voice control
- Working with the receptionist
- Key telesales concepts
- Useful techniques for handling negative and positive responses
- Avoiding the common mistakes of follow up calls
- Getting attention and staying in control
- Closing techniques

2011  
Jul 19  
Aug 18  
Sep 19  
Oct 19  
Nov 21  
Dec 19

2012  
Jan 19  
Feb 20  
Mar 19  
Apr 23  
May 21  
Jun 25  
Jul 23  
Aug 17  
Sep 13  
Oct 07  
Nov 02  
Dec 03

### You may also be interested in

Communication Assertiveness and Confidence Building, Influencing and Persuading

### Training Locations

Leicester, Sheffield, Liverpool, Manchester, Basingstoke, London

Price:  
**£790**  
per person

## The EQV Promise

We ensure that our courses are well received and are delivered by trainers that have actual commercial competency in their chosen subject.

Not only is this essential for our accreditation purposes but it ensures that the trainers will be able to include relevant experiences they themselves have learnt from. This generates appropriate engagement and empathy in the training environment.

When the course is completed we will report back to you about how the training has been received and can indeed evaluate the training right from start to finish after the skills transfer period. This information can come from your account manager who is your main point of contact at all times.

## The EQV Experience

Our training courses take the attendee on a journey of learning and development. Throughout the course everyone is engaged in a stimulating and participative way.

Our courses are designed to encompass many different kind of learning activities making sure they appeal to different natural styles of learning that individuals have.

Activities may include a selection of syndicate work, discussion, pair work, case studies, games, role play, quizzes and presentations.

During the event an individual works on their own implementation plan so that they have a clear plan of how they are going to support their own skills transfer back in the workplace. Whilst it is important for the attendees to enjoy the workshop we want to ensure they apply as much as possible back in the workplace.

## Our Training Centre

Set in the heart of beautiful rolling Leicestershire countryside, our idyllic training facilities not only provide attendees with the perfect environment to concentrate on their individual learning experience but also provide the practicality of ample parking and fully designed and equipped training rooms.

You will be greeted upon arrival by our training co-ordinator who is your point of contact throughout the day should have any specific queries.

A delicious buffet lunch is provided, catering for a variety of dietary needs.

## What Delegates Say about this course

*"Feel confident I can hit targets now!"*

*"Excellent Course"*

*"Gave good understanding of the customers reactions to telesales calls"*

