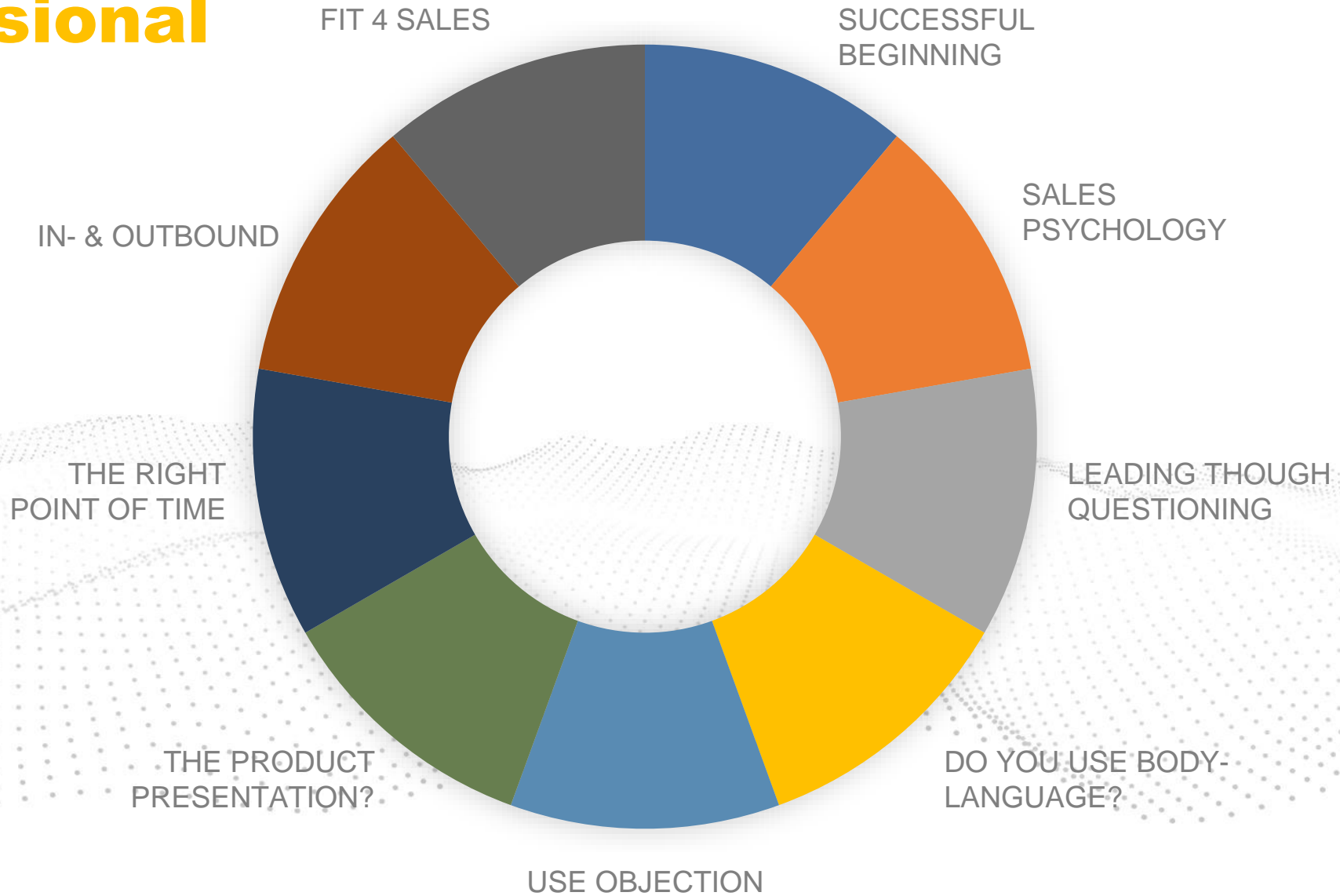


Sales Professional

tschanngroup

THE GROWTH ACCELERATOR



Sales Professional



SUCCESSFUL BEGINNING

- > Small talk; a key to success in sales
- > The art of full attention
- > What impression do I have on the customer?

SALES PSYCHOLOGY

- > "Sense" the customers' values
- > Three keys of customer satisfaction
- > Take the customer perspective

LEADING THOUGH QUESTIONING

- > Don't interrupt their comments and thoughts
- > Relate to the customers' wishes & values
- > Where am I as a sales person – and where do I want to go
- > Mental preparation to close the deal

DO YOU USE BODY- LANGUAGE?

- > There is no second chance for a first impression
- > Apply gestures and mimicry in a targeted way
- > Through the rapport to the goal

USE OBJECTION

- > Which roles "play" the seller and the customer?
- > Early warning system for dealing with objections
- > Develop practical intervention strategies
- > The most frequent objections
- > The measure catalog for daily practice

Sales Professional

- > Find fulfillment in what you are doing
 - > Your emotional bottom line
 - > Overcome inner borders
 - > The power of the subconscious
 - > My impact on the customer
 - > Motivation checklist
 - > Energy exercises for everyday
- > Voice training and breathing techniques
 - > Active listening
 - > Dealing with objections on the phone
- > Interpretation of body signals
 - > Active listening
 - > Conclusion-oriented customer benefit argumentation
 - > The provocative sales style
 - > Making it easier to say yes
- > A need is not a requirement
 - > Address what counts
 - > Present effectively

FIT 4 SALES

IN- & OUTBOUND

THE RIGHT
POINT OF TIME

THE PRODUCT
PRESENTATION?

