



Sales Fundamentals

Understanding the Talk

- Types of Sales
- Common Sales Approaches
- Glossary of Common Terms

Getting Prepared to Make the Call

- Identifying Your Contact Person
- Performing a Needs Analysis
- Creating Potential Solutions

Creative Openings

- A Basic Opening for Warm Calls
- Warming up Cold Calls
- Using the Referral Opening

Making Your Pitch

- Features and Benefits
- Outlining Your Unique Selling Position
- The Burning Question That Every Customer Wants Answered

Handling Objections

- Common Types of Objections
- Basic Strategies
- Advanced Strategies

Sealing the Deal

- Understanding When It's Time to Close
- Powerful Closing Techniques
- Things to Remember

Following Up

- Thank You Notes
- Resolving Customer Service Issues
- Staying in Touch

Setting Goals

- The Importance of Sales Goals
- Setting SMART Goals

Managing Your Data

- Choosing a System That Works for You
- Using Computerized Systems
- Using Manual Systems

Using a Prospect Board

- The Layout of a Prospect Board
- How to Use Your Prospect Board
- A Day in the Life of Your Board