

Sales, Customer Service and Relationships

Selling is a crucial aspect of many job roles, and it is probably fair to say that everyone in an organisation contributes to the sales process in some way. This range of course suites focuses on the specific skills of a successful sales person, and follows the sales process through team working, effective customer care and customer relationship management.

The courses consist of high quality videos to illustrate key learning objectives via practical examples and scenarios. Interspersed with audio, the user is encouraged to think about how the subject matter impacts on them in the workplace.

With such a comprehensive and diverse range of resources, these modular courses enable users to dip in and out of learning experiences that are relevant to their job roles, training needs and professional development.



Effective Selling Behaviours

8 Courses

Average Course Duration 45 Minutes

The courses in this suite are:

- Speaking and listening
- Active body language
- Questioning skills
- Negotiation Skills
- Planning for Presentations
- Giving Presentations
- Influencing skills
- Supporting skills for influencing

Planning for Sales

3 Courses

Average Course Duration 60 Minutes

The courses in this suite are:

- Communicating with the customer
- Managing yourself and others
- Understanding your customer

Making a difference through Effective Customer Service

8 Courses

Average Course Duration 30 Minutes

The courses in this suite are:

- A problem owned is a problem solved
- I'm a customer, sell me something
- Napkins to the right
- Read my lips, watch my body, look me in the eye
- Satisfying customer needs
- So, why doesn't management tell us what to do?
- What's team work got to do with widgets?
- Who scored the goal?

The Importance of Customer Care

3 Courses

Average Course Duration 60 Minutes

The courses in this suite are:

- Caring for your customer
- Putting the customer first
- Quality in practice



Effective Relationship Management

16 Courses

Average Course Duration 30 Minutes

The courses in this suite cover:

- Making relationships work
- How to make agreements work
- Managing conflict
- Essential influencing skills

Who Killed the ...?

2 Courses

Average Course Duration 45 Minutes

The courses in this suite are:

- Who killed the sale?
- Who killed the customer?