

## Section V – Telesales Training

Most sale agents lose opportunity by having poor telephone manners and communication skills. INVATERRA's comprehensive telephone skills training course will serve as a solid foundation for call centre sales agents and ensure they handle themselves professionally and confidently to make the most of every opportunity.

The course is an amalgam of the following:

- Effectively Handling Inbound Sales Calls
- Outbound Sales Calls

### Inbound Sales Program

This module will teach sales people the following skills and competencies:

- **Opening the Call**  
Sales agents will interactively teach the required manner for answering calls and ensure that the caller remains confident and that their concerns will be handled in a professional and caring manner.
- **Appropriate Enquiring**  
Without gathering appropriate information, errors in understanding can occur. This session will equip salespeople with the following skills: questioning; open and closed probes, and the understanding of when they are most apt to progress a conversation.
- **Active Listening**  
Even over a telephone line it quickly becomes apparent when a salesperson is paying 'lip-service' to the interaction, rather than actively listening. Telesales people will be shown how to maintain full awareness of the gist of a conversation. Genuine Listening skills will allow the sales trainees to remain in control of the call.
- **Handling Objections**  
When a salesperson demonstrates a feature, talks about a benefit or uses a sales closing technique, their customer may well respond in the negative sense, giving excuses or otherwise responding negatively. The response to this is to handle these objections. There are several methods for handling objections, the most suitable method of which is determined by the nature of your business, the type of customer you are speaking to, and the stage of the sales process.

# Sample Training Manual For Call Center Operations

**Michael Rajnik**



## **Sample Training Manual For Call Center Operations:**

**The Case Manager's Training Manual** David W. Plocher, Patricia L. Metzger, 2001 Stem Cell and Bone Marrow Transplantation Training Manual United States. War Dept, 1923 A Practical Guide to Call Center Technology Andrew Waite, 2002-01-02 Get the most out of ACDs automatic call distributors and other complex systems in order to boost customer satisfaction and increase sales Includes three ready to use RFPs request for proposals for buying an ACD computer telephony system or recording **Training Manual** United States. Army. Signal Corps, 1925 **Plan and Operation of the National Survey of Ambulatory Surgery** Thomas McLemore, Linda Lawrence, 1997 United States Army Training Manual United States. Adjutant-General's Office, 1925 United States Army Training Manual U.S. Adjutant-general's office, 1925 Seabee Combat Handbook, Volume 2, Training Manual (Traman), March 1996, 1996 **Pipeline Risk**

**Management Manual** W. Kent Muhlbauer, 2004-01-24 Here s the ideal tool if you re looking for a flexible straightforward analysis system for your everyday design and operations decisions This new third edition includes sections on stations geographical information systems absolute versus relative risks and the latest regulatory developments From design to day to day operations and maintenance this unique volume covers every facet of pipeline risk management arguably the most important definitely the most hotly debated aspect of pipelining today Now expanded and updated this widely accepted standard reference guides you in managing the risks involved in pipeline operations You ll also find ways to create a resource allocation model by linking risk with cost and customize the risk assessment technique to your specific requirements The clear step by step instructions and more than 50 examples make it easy This edition has been expanded to include offshore pipelines and distribution system pipelines as well as cross country liquid and gas transmission pipelines The only comprehensive manual for pipeline risk management Updated material on stations geographical information systems absolute versus relative risks and the latest regulatory developments Set the standards for global pipeline risk management

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