



# Course Outline

## Field/Telephone Observation in real time

**Course Number:** IFST180104

**Course Length:** 1 day

### **This Programme Is Suitable For:**

Field salespeople  
Business to business salespeople  
Client relationship managers  
Account managers  
Business development managers  
Commercial managers

### **Description**

How to get more sales from your team by developing their skill sets in real time. We will go into a live meeting/telephone call with your salesperson and observe them conducting a live sales discussion. What better way to see how you can help them to progress. They will receive a full observation with their development areas for each meeting observed, we can then discuss these areas with the sales manager in order to ensure these points are developed.

### **Course Content**

- Initial benchmark observation to assess skill level of each field sales/telephone consultant.
- 1:1 evaluation and feedback.
- Observation form providing detailed development points gained at customer meeting.

**Delegate rate:** £450 Exc. VAT