



Course Outline

Field/Telephone Observation in real time

Course Number: IFST180104

Course Length: 1 day

This Programme Is Suitable For:

Field sales people
Business to business sales people
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