

Training Agenda for Selling Skills

Duration: 16 hours

SESSION	TRAINING TOPICS	DURATION
Introduction	<ul style="list-style-type: none"> ▪ Ice Breaker ▪ Setting Expectations 	1 hour
Part 1 – Communication Skills	<ul style="list-style-type: none"> ▪ Spoken communication ▪ Listening Skills ▪ Non-Verbal Communication 	<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> 4 hours 2 hours 2 hours </div> <div style="font-size: 3em; margin-right: 10px;">}</div> <div>8 Hours</div> </div>
Part 2 – Selling Skills	<ul style="list-style-type: none"> ▪ Role Play situations ▪ Preparing for the sales call ▪ Conducting the sales call ▪ Dealing with different kinds of customers ▪ Understanding Sales terminology ▪ Role Play situations 	<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> 0.5 hours 1 hour 2.5 hours 1.0 hour 0.5 hours 2.0 hours </div> <div style="font-size: 3em; margin-right: 10px;">}</div> <div>8 Hours</div> </div>
Closing	<ul style="list-style-type: none"> ▪ Q & A, Summary and Feedback 	0.5 hours