

## Training Agenda for Selling Skills

Duration: 16 hours

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