



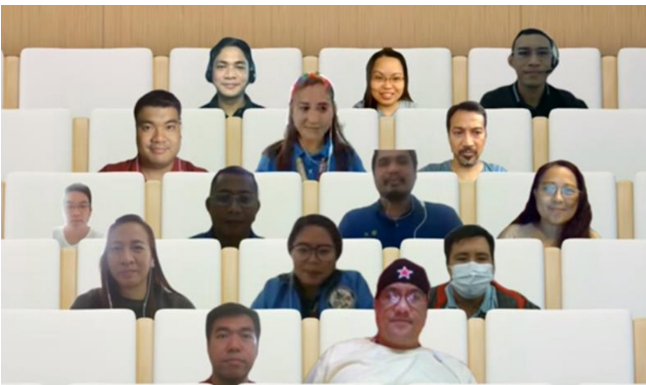
About Us

Insights Manila (registered as Insights MLA Business Solutions) is a training services company based in Makati. The company believes that the country's workforce requires ample training that is effective and insightful, yet affordable.

The consultants of Insights Manila are experienced professionals who had executed the courses several times for different companies under various training institutions.

Insights Manila mostly offers exclusive training for companies. The courses are customized to meet specific training needs. The company also offers public classes where individuals can enroll, and one-on-one training for people who wish focused training. Other than training, the company also accepts Excel automation projects and course development projects.

With Insights Manila, you are directly dealing with the consultants- no intermediary parties who just add costs to the training delivery.



• Other courses offered:

- Basic MS Excel Training
- Advanced MS Excel Training
- Macros and VBA Programming
- Advanced MS Word Training
- Advanced MS PowerPoint Training
- Basic MS Access Training
- Google Sheets Training
- LibreOffice Training

- Essential Supervisor Training
- Essential Manager Skills
- Assertiveness Workshop
- Root Cause Analysis
- Business Writing
- English in the Workplace
- Presentation Skills Training

- Sales Skills Training
- Customer Service Training
- 5S Implementation in the Workplace
- Train-the-Trainer Workshop
- Courseware Development and Instructional Design
- Call Center Workforce Management
- Call Center Representatives Foundation Skills

Just some of our Clients:



We are located at 7F Finman Centre, 131 Tordesillas St., Salcedo Village, Makati

Outline

Essential Sales Skills Training



This module is designed towards employees who need to sell their products/services to customers over the phone, email, or chat. Depending on the client needs, the course can be customized depending on the client's industry.

Objectives

- Identify the customer's buying motives and how to use this to increase sales
- Identify techniques/tools in selling products or services to customers over the phone/email/chat
- Increase the sales conversion rate by applying the techniques in different scenarios
- Create spiels in presenting the product/service and handling objections

I. Sales Overview

- a. Why Selling is Important to the Business and to You
- b. Acquiring the Sales Mindset

II. The Six Buying Motives

- a. Identifying the Customer's Buying Objective
- b. Creating Spiels or Responses regarding the Customer's Buying Objective

III. Techniques of an Excellent Sales Representative

- a. Preparation
- b. Probing
- c. Active Listening / Awareness of Customer's Needs
- d. Be a Consultant: Presenting your Product
- e. Building Rapport
- f. Assuming the Sales
- g. Closing the Sale

IV. Essential Sales Tools

- a. The FAB Sales Model
- b. The UPB Sales Model
- c. Other Sales Techniques
- d. What Not to Do in Selling

V. Handling Objections

- a. Common Types of Objections
- b. Strategies towards Objections
- c. Creating Rebuttals towards Objection