



General Physics (UK) Ltd
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Developing World Class Customer Relationships

Part 2

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Developing World Class Customer Relationships - Part 2

Duration

2 days

Audience

This programme is intended to build on the models and theories discussed in Part 1 of the programme, and attendance on Part 1 is a prerequisite to attending Part 2.

It is intended for highly experienced sales people who now wish to hone their sales skills to improve their efficiency and their relationships.

Objectives

Part 2 of the programme focuses on developing certain Neuro Linguistic Programming techniques to enhance the quality of your sales discussion to ensure your customers receive a fantastic experience, with a view to your business results and efficiency improving.

Overview

- Salesperson profiles
- Customer profiles
- Advanced rapport skills
- Advanced questioning skills
- Advanced closing techniques
- Skills practice
- Planning ahead