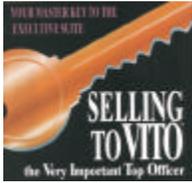


Selling & Service Skills



Selling to V.I.T.O.[™] ... the **Very Important Top Officer** has the ultimate veto power as they can say "yes" when everyone else is saying "no". Learn to sell the way top decision-makers want to be sold to and the way they want their salespeople to sell.

ACCISS[™] is an applied goal oriented course on "how to" sell. It provides an excellent foundation for the new salesperson as well as acting as a "tune-up" for the more seasoned sales professional.



The confidence and ability to communicate verbally is a salesperson's most powerful asset. **Speak Up & Sell[™]** develops sales presentation skills as well as how to listen to and understand what the customer really needs and wants.

Habit of Selling[™] is a comprehensive series of selling skills training processes needed to establish strong, fundamental sales skills. It focuses on the importance of growing people skills in building the kind of effective relationships needed for the new economy.

- * **Negotiation-Selling**
 - * Learn to control concessions and give-aways. Learn how power and leverage affect your selling approach and how you can sell your unique factors and protect your profits.
- * **Telemarketing**
 - * Telemarketing is growing rapidly and this practical program emphasizes using a selling plan that produces results.
- * **Retailing**
 - * A system of retail selling that stresses the application of suggestion selling that is workable, assuring increased sales productivity.
- * **Inside Selling Skills**
 - * This in-depth training program is for inside salespeople who work as a team with outside salespeople.
- * **Managing the Account[™]**
 - * Includes developing an Account Business Plan that culminates in selling strategy, negotiation-selling strategy, and account management strategy. Equip yourself for selling through relationship building in the new millennium.



Customer-Centered Quality Service[™] is a practical exploration of how customer service is a continuous process involving the entire organization with the focus on creating superior customer satisfaction.

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