

*Webinar on*

# **BEST SELLER - Sales Skills For Non-sales Professionals**

# Learning Objectives

- ☐ *Establishing and maintaining a “sales mindset.”*
- ☐ *Recognising sales opportunities*
- ☐ *Creating trust and rapport*
- ☐ *Defining and taking steps up the “sales ladder”*
- ☐ *Handling objections, rejections, and brush-offs*
- ☐ *Closing tactics and strategies*



This webinar provides an overview of the sales and selling for beginners or experienced pros that would like a refresher of on what they already know.

**PRESENTED BY:**

*Joe Rosner is the Director of Best Defense USA and nationally recognized expert on workplace violence and personal safety for health care, real estate and other industries. He is the author of Street Smarts & Self Defense for Children as well as books on workplace violence prevention and personal safety for real estate and healthcare occupations all of which can be found on Amazon.*

Best Seller

Duration : 60 Minutes

Price: \$150

# Webinar Description

Are you in “sales”? Even if the word ‘sales’ aren’t in your job title you, and everyone else, in business sells something. Jobs in customer service, accounting, delivery, and operations, or any other job with customer contact, will have opportunities to retain customers, help discover additional products and services or to continue on as a customer with every contact. Or you may have exclusively internal customers, but need to influence co-workers to buy into mutually beneficial goals. Learning to recognize sales opportunities and take advantage of them improves profitability. So why not take the time to gain skills and knowledge to maximize your success when sales situations arise? Sales are not “rocket science,” but it is a science. This webinar will teach you proven sales strategies, tactics, and techniques to influence people and win at the sales game.

This program provides an overview of the sales and selling for beginners or experienced pros that would like a refresher of on what they already know. Areas covered include-



Why “sales’ and ‘selling” are not bad words

How sales and selling are vital for individual, organization success

Understanding the sales process as a ladder to determine what step you’re on and how to move up to the next step

Building and maintaining your sales “pipeline”

Suspects, Prospects, Customers, & Clients

Simple, effective ways to move the sales process forward

Methods and concepts for closing more sales

Understanding objections and how to manage them

The single most common factor in business success is one’s people skills. And sales skills are people skills! If you want to make more money, get noticed by management or just enjoy your work more improvement of these skills and abilities is the surest way to succeed.

Are you a beginner who needs to learn basic sales skills and knowledge?

Would you like to refresh and improve your skills so you can up your sales game?

Do you need to change what your internal customers say and do?

If you said “yes” to one or more of these questions, you should sign up for this online class

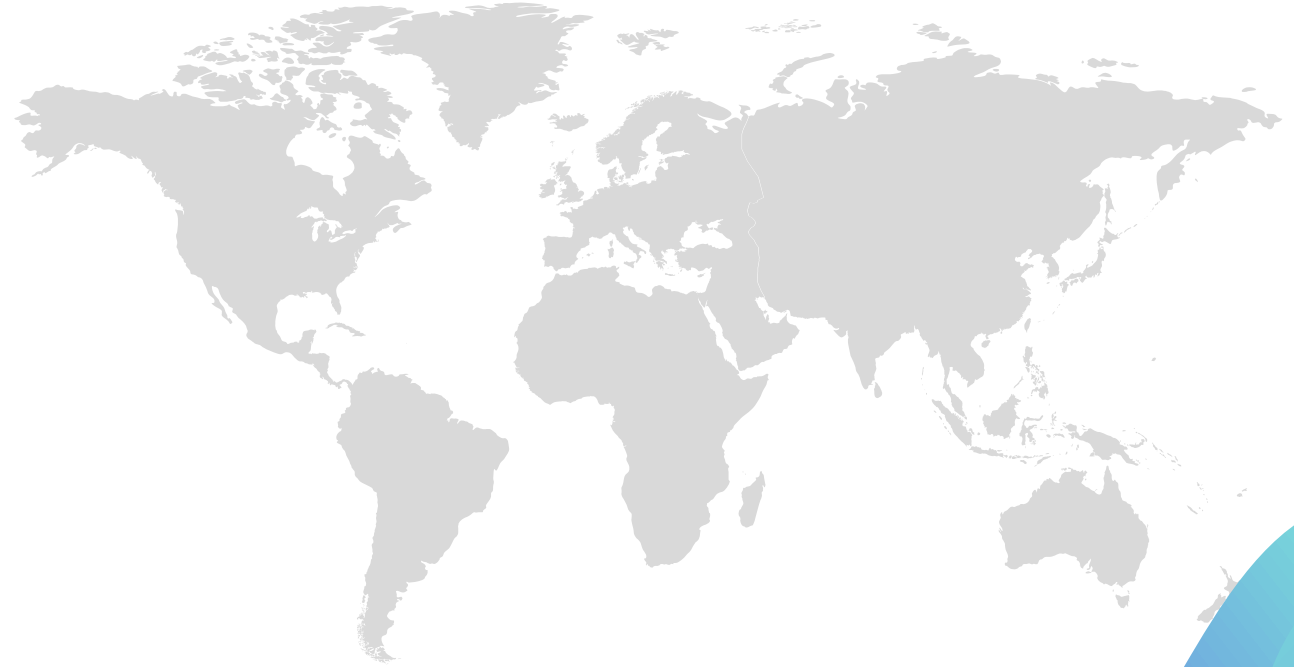
Mastering the skills taught in this webinar will result in people, liking you more, trusting more and wanting to do more business with you



# Who Should Attend ?

*Customer facing employees in all positions and levels*

*People who wish to affect the actions of internal customers*



To register please visit:

**[www.grceducators.com](http://www.grceducators.com)**  
**[support@grceducators.com](mailto:support@grceducators.com)**  
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