

## Sales Courses

SM1	Power Sessions – Half Day	Half day sessions that offer learning interventions in topics such as: Objection Handling, Closing the Sale, Negotiating for business, Building the Relationship, Prospecting, Sales for Non Sales.
SM2	Power Sessions – One Day	Full day sessions that offer learning interventions in topics such as: Objection Handling, Closing the Sale, Negotiating for business, Building the Relationship, Prospecting, Sales for Non Sales, NLP.
SM3	'Who Skilled the Sale?'	Interactive workshop for non sales people that explore the impact of individual behaviours on the success of a sales outcome.
SM4	Foundation of Sales	Basic introduction to sales and the skills, behaviours and knowledge required.
SM5	Sales Essentials	The fundamental skills and behaviours required to be a successful sales person.
SM6	Advanced Sales	Explores advanced skills and behaviours to become an even more impactful sales professional.
SM7	Account Management	Develops the appropriate knowledge skills and behaviours to approach both regional and national accounts in the most effective way ensuring that a partnership relationship is developed and maintained.
SM8	Strategic Account Management	Enables senior account managers to develop the objectives, goals, strategies and measures to build long term profitable relationships.
SM9	The Sales Academy	Bespoke series of events. A total of 8 classroom based days in a mixture of 1 and 2 day modules interspersed with work based assignments and commitment to actions that develop sales staff to become champions in their field.
SM10	Behavioural Sales	Exploration of customer behaviours, personal behaviours and how they interact.
SM11	Presenting with Impact	Presenting with impact at the Business Development Meeting.
SM12	Relational Sales	Develops an understanding of the difference between 'transactional selling' and

		'relationship selling' with the aim of gaining long term secure business.
SM16	Fundamentals of Call Centre Management	Developing the skills and behaviours required to manage/ lead a team of call centre staff to maximise their effectiveness.
SM17	Fundamentals of Field Based Management	Developing the skills and behaviours required to manage/ lead a team of field based sales staff.
SM18	Building Team Behaviours	Exploring the right behaviours to build and maintain a high performing team.