

Deal Effectively

Customer dealing for *selling* professionals

Correct inter-personal skills & attitude decides how an individual will succeed in today's fast paced result oriented environment. Getting it right is a make or break issue.

This module discusses the key elements that make the interpersonal relationships flourish & aid in performance.

Contents

1. Every customer is human & every human being is unique.
 - a. Understanding people
 - b. Understanding different customer behaviour
2. Sales persons' interactions with customers should not be based on *my style* but on *their style*.
 - a. Ways to effectively deal with different people
 - b. Talk in terms of "what the customer wants"
3. Golden rules
 - a. Tips to deal with customers
 - b. Plan, prepare, act
 - c. Solve problems
 - d. Empathy
 - e. Courteous & pleasant disposition
 - f. Positive communication

Take Away

The participants will take away clear understanding of inter-personal interaction processes. They will appreciate the skills & attitude that will help in selling effectively & more.



Objectives

Understand & empathise with customers

Develop skills to effectively deal with customers

Build relationships with customers

Who should attend?

Operative level, Middle level, Senior level

What is the duration?

1 day, 2 days

[choose duration](#)

Interaction language

Hindi, English, Hindi/ English

Methodology

Lecture

Group Discussion

Multimedia Presentation

Group exercise

Games

Role play

To benefit from this training workshop as an organization or, an individual or, a group, please [contact us](#).

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