

Introduction about the Trainer:

Trainer has experience of more than 17 years in the fields of IT, and worked in 7 countries in the region between local companies , distribution and international companies.

Why Mastering Sales course

Nowadays it's more important than ever to have professional skilled employees to represent the companies in a way that will participate in increasing the growth of the business and serve the customers in the best ways.

Challenges of the economy and the increasing of competition, while customers are demanding more on every new project in such markets of multiple options and challenging economy, are the main drivers for the need for continuous improvement.

Topics of the course

Selling Basics

In this topic, you will learn what are the important information you need to gather from your customer and most importantly how to get them. Based on that information you will start building your sales. Plus, multiple information about how the sales cycle starts from getting the appointment to closing and after closing.

Understanding your customer

With this topic, we will dig deeper after we have introduced the basics to reach the level of understanding your customer which will help you to be ahead of your competitors.

Professional communications skills

Communicating in a proper and professional way is key when you are interacting with your customers, in this topic we will cover many basics which will start from your voice tone to multiple interesting topics.

Customer service excellence

Being a successful salesperson doesn't mean closing deals only, it's about the art of building a long relationships and providing the best service. In this topic, we will cover important tips and advice to become a better salesperson.

Sales Values & Ethics

Being a salesperson has many responsibilities and one of the most important ones having values and ethics along with your projects, with this topic we will highlight the most important values and how they will impact your sales achievement and even your entire career.