



## *Effective Selling Skills With The Etiquette Advantage*

**Program Duration:** 2 Days

**Time:** 9:30 am to 6 pm

**Date:** 20<sup>th</sup>-21<sup>st</sup> May '16

**Venue:** Le Meridien, Pune

### **Program Outline:**

#### ◆ **Importance of Emotional Quotient for Successful Sales Professionals**

- Confidence Building
- Self Awareness and Self Analysis
- The Power of Positive Thinking for Effective Selling
- The Power of Positive Attitude for Effective Selling
- Importance of Motivation
- Power of Self Motivation
- Maintain Enthusiasm and Commitment towards your goal
- Goal Setting
- Realize your Strengths and Weaknesses
- Importance of Positive Attitude
- Importance of Learning Vs Judgmental Attitude
- Importance of Grateful Attitude
- Importance of Happy Attitude
- Importance of Giving Attitude
- Importance of Sense of Ownership
- Importance of Character building for Success

#### ◆ **Importance of Business Etiquette for a Effective Sales Professional**

- Business Etiquette and Protocol
- Correct Introductions
- Telephone Etiquette
- Basics of Table Etiquette
- E-mail Etiquette



◆ **Effective Communication for Successful Selling**

- Power of Non-Verbal Communication
- Body Language
- Power of Listening
- Power of Words

◆ **Effective Selling Skills**

- Effective Opening and Closing
- Effective Negotiations
- Effective Rapport Building

◆ **Customer Relationship Building**

- 7 Tips for Effective People Skills
- Power of Strokes

◆ **Art of Effective Self Presentation**

- Importance of Personal Grooming
- Do's & Don'ts of Correct Dressing

**Program Objectives:**

**This Program will -**

- Help them benefit from increased confidence and a more positive attitude towards their work and customers
- Make them have both, the motivation and the “Advanced Sales and Service Skills” needed to deliver consistently
- Improve their interpersonal and relationship management skills and their ability to work in a team
- Improve their ability to communicate effectively
- Improve their Etiquette Quotient for better sales



**Methodology:**

A combination of Lectures, Exercises, Tests, Role-Plays, Video Playback & Feedback, Q & A.

**Who should attend?**

Middle and Senior Level Managers

**Investment Details:**

Per Participant Fees: **Rs. 24,000 + Service Tax**

*(The Fees is Inclusive of Stationery, Lunch & Tea/Coffee, Certificate, and an Autographed copy of Mr. Patel's book - Ordinary to Extra Ordinary)*

- An Early Bird Fees of **Rs. 22,000 + Service Tax** can be availed for registering & making full payment of the fees before 15<sup>th</sup> April 2016.

**Group Discounts:**

- For 3 or more participants from the same organization a 10% discount can be availed
- For 5 or more participants from the same organization a 15% discount can be availed
- For 8 or more participants from the same organization a 20% discount can be availed
- Women's Day Special offer: 10% additional discount for women participants on registering before 30<sup>th</sup> March '2016

**For Registration contact:**

Ms. Harshita Sharma/ Ms. Dipti Agrawal on 020 32921868 / 020 65234735–  
training@ecolesolitaire.net