

INCREASE CALL CONVERSION AND **WOW** More Customers

Full Day Course

**BOOK EVERY CALL: LEARN HOW TO WOW CUSTOMERS,
OVERCOME PRICING OBJECTIONS AND DIFFICULT CUSTOMERS**

COURSE MATERIALS: Participant Guide & Power Point Presentation

DESCRIPTION: Get all the tools you need to master call-handling and book every call, while offering customers a WOW experience over the phone! In this dynamic course, you will learn a proven call handling process that will empower you to WOW more customers, overcome price objections, and work with difficult customers. These techniques work for both inbound and outbound calls!

DURING THIS PRESENTATION, YOU WILL LEARN:

- **Competency & Muscle Memory** - Learn and develop the aptitude you need to effectively follow Power Selling Pros' PROVEN call-handling process.
- **Confidence** - Give both new trainees a more confidence and the ability to control the outcome of both inbound and outbound calls.
- **Customer Sensitivity** - Increase call handler sensitivity to customers' needs - attendees will learn how to listen more effectively and increase their emotional intelligence.
- **Proven Process** - Trainees will learn our proven process and commit it to memory so that booking calls and wowing customers is intuitive on EVERY call.
- **Overcome Objection** - Course attendees will learn how to overcome pricing and scheduling objections.

This course can give your company culture a positive boost, improve customer experience, and bump up sales. It is essential training for you and anyone in your office who answers the phone!

“OUR CSRS ARE 100% MORE EFFECTIVE IN BOOKING CALLS WITHPOWER SELLING PROS.”

- TROY NEERINGS, UT

“WE EXPERIENCED RESULTS INSTANTLY! EVEN IN THE SLOW SEASON, WE’RE STAYING BUSY BECAUSE WE’RE BOOKING EVERY CALL!”

- BUDDY SMITH, VA -

“WOW, IT TOTALLY BLEW ME AWAY! OUR CULTURE IS CHANGING...OUR CSRS ARE EXCITED TO BOOK CALLS.”

- MIKE AGUGLIARO, NJ -

YOUR CALL HANDLING TEAM AND CSRS WILL...

- Be More Likable & Enthusiastic
- Come Across as More Positive
- Develop Better Listening Skills
- Empathize More with Customers
- Ask the Right Questions
- Present the Best Solutions
- Book More Appointments
- Wow Your Customers