

Let's F.A.C.E. it : You Are in \$ales

Training | Keynote



Are you in sales? Regardless of your position, everyone is in sales. You sell yourself, you sell your ideas, and you sell your company's brand and products. This customer-focused sales training program is appropriate for face-to-face as well as over-the-phone situations with customers. Learn a simple but effective process to **focus**, **ask** questions, **clarify**, **confirm** and **close** the sale to **exceed** the customer's expectations.

Objectives

During this program, you will learn how to:

- Understand your DiSC® style
- Recognize and understand customer buying styles
- Adapt your sales style to your customer's buying style

Format

This interactive program uses experiential learning techniques such as self-assessments, large and small group discussions, team projects, and best-practices.

Ideal Size

Keynote: No limit

Training: Up to 36 people

Length

Keynote: 30-90 minutes

Training: 3-6 hours

Target Audience

This program is appropriate for those who are afraid to sell as well as those with years of experience.

Typical Uses

Customer service & sales training, team meetings, luncheons

Agenda

Each participant will complete the *Everything DiSC® Sales Profile* to learn how to connect better with customers based upon these eight priorities and preferences:

- Action
- Enthusiasm
- Relationships
- Sincerity
- Dependability
- Quality
- Competency
- Results

Material Options

- *Everything DiSC® Sales Profile*
- *Everything DiSC Group Culture Report*
- *Everything DiSC Facilitator Report*
- *Everything DiSC Team View*
- Customer Interaction and Style Guides
- Personality Styles Mouse Pad
- Handouts