

Influence Your Customers

1 Day

Take your communication to a new level and learn how to influence clients. Discover how to win better results in sales and negotiations. Build on existing relationships and generate new business. Use the psychology of persuasion to close more sales and up-sell. Lead a client's decision making process. Handle objections when talking to existing or potential clients. This is a great course for anyone who wants to boost their professional influence.

What you'll learn to do in this course

You'll come out of this session with powerful tools for influencing your clients. We'll bring theory to life and tell you how to succeed. A range of practical tips will be presented to you. You'll talk through examples and enjoy practical exercises. At the end of the course, you should be able to:

- Build relationships with existing clients
- Use influencing skills to up-sell
- Talk persuasively
- Identify and refer potential leads
- Use client-centred communication techniques.

Topics you'll cover

- Keys to successful account management
- The art of up-selling
- Speaking the language of influence
- Creating leads
- Listen...reflect...reframe.

“think
learn?
succeed”

“Smart training for clever people”

What others have said about the course...

“I think content was excellent and thought provoking.”

“I loved the course. It was deeply enjoyable and presented in a fun and skilful manner.”

“Eleanor was excellent. Of all the uni professors, school teachers I've had, her delivery and content knowledge was the best.”



Book your training NOW

Call Eleanor Shakiba on 0433 126 841

Download course information at
www.thinklearnsucceed.com.au