



Objection Handling Skills

Overcome your customers' objections

This one-day programme provides you with the skills and techniques needed to get from no to yes.

Do you struggle to answer some of your customers' objections? How often do your customers say no, even if you handle their objections?

Ever played objection table tennis with a customer? This is where no matter how well you answer their objection, they come back with another, and another. And even once you've overcome all of these they still say no. Of course you have. We know this because the delegates who have attended our workshop all shared the same experience. You have good answers to counter any objection, but this simply isn't enough. You need tried and tested best practices to handle the objection in a professional way.

Objection Handling Skills is an intensive programme that gives you the techniques and skills needed to overcome key objections.

By attending The Objection Handling Skills programme you will be able to:

- Identify the 5 groups of objection
- Read your customer's body language
- Identify needs which will help close the deal
- Test whether the objection is real
- Establish the key objection
- Test the intention of the customer
- Ensure that the customer is committed to the deal
- Answer any objection

Who should attend?

- Sales Executives
- Relationship Managers
- Account Managers
- Telesales Representatives
- Canvassers
- Field Sales Executives
- Buyers
- Business Leaders
- Sales Managers

Here are just a few comments from our delighted clients:

YELL “..produced the best ever set of results in the history of Yell.”

NHS “Lammore met the specification and programme outcomes perfectly. Absolutely brilliant!”

GOOGLE “..an outstanding training experience.”

OPODO “..training content very relevant and focused for delivering benefits in my role.”



Objection Handling Skills cont

Here are three great reasons for attending the **Objection Handling Skills programme**:

At Lammore Consulting, our mission is to provide training events that entertain, inspire and make a difference.

Inspire: Our delegates come away from our programmes feeling inspired and ready to meet their challenges head on. The material has been researched and written to meet key business needs in the real world.

Entertain: We promise to deliver our training events in an upbeat and fun way. Our speakers are professionally trained and experienced in the world of business and entertainment, and know how to engage an audience.

Make a Difference: A training workshop is only effective if the learning is implemented. All delegates attending a Lammore development programme are followed up through regular online contact to ensure that their personal development plans are being put into action. In addition we encourage 'Action Learning' events to take place within one month of the training being undertaken to re-enforce the key messages of the programme.

MASTERFOODS “..more original and energising than any management book..”

AUTOTRADER “..fun style of training..coupled with in depth knowledge..”

“ an outstanding training experience ”
google

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