

## OVERCOMING OBJECTIONS SALES TRAINING

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**COURSE LENGTH: 1.0 DAYS**

It is essential for sales professionals to skillfully overcome objections and manage difficult situations effectively to get the sale across the line.

The PD Training Overcoming Objections Sales Training Course provides precise training in handling objections, which include techniques to deflate objections, identifying unvoiced objections, finding common ground, and uncovering the root causes of objections. This training course teaches you how to turn sales objections into opportunities.

This practical and engaging training course is available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Parramatta, Canberra and Perth.

Please click on the Public Class tab below to view our Overcoming Objections Sales Training course schedule by city or click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

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## OVERCOMING OBJECTIONS SALES TRAINING COURSE OUTLINE

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### FOREWORD

Everyone who works in sales will run into sales objections. From retail employees on the sales floor to sales executives, people at every level of the business need to learn how to overcome sales objections. With the right training, it is possible to turn objections into opportunities. Investing in sales objection training will help improve sales and the company's bottom line.

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### OUTCOMES

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#### BY THE END OF THIS COURSE, PARTICIPANTS WILL:

- ▶ Understand the factors contributing to customer objections
- ▶ Define the different objections
- ▶ Learn how to overcome objections with a set of specific strategies
- ▶ Practise the different strategies for overcoming objections
- ▶ Learn how to dig up the "real reason" behind objections
- ▶ Learn effective techniques for deflating objections & closing the sale
- ▶ Gain the confidence to handle objections and sell more

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### MODULES

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#### Lesson 1: Getting Started

- ▶ Pre-Assignment Review
- ▶ Action Plans and Evaluation

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#### Lesson 2: Three Main Factors

- ▶ Skepticism
- ▶ Misunderstanding
- ▶ Stalling

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#### Lesson 3: Seeing Objections as Opportunities

- ▶ Translating the Objection to a Question
- ▶ Translating the Objection to a Reason to Buy
- ▶ Case Study

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#### Lesson 4: Getting to the Bottom

- ▶ Asking Appropriate Questions
- ▶ Common Objections
- ▶ Basic Strategies
- ▶ Case Study

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### Lesson 5: Finding a Point of Agreement

- ▶ Outlining Features and Benefits
- ▶ Identifying Your Unique Selling Position
- ▶ Agreeing with the Objection to Make the Sale
- ▶ Case Study

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### Lesson 6: Have the Client Answer Their Own Objection

- ▶ Understand the Problem
- ▶ Render It Unobjectionable
- ▶ Case Study

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### Lesson 7: Deflating Objections

- ▶ Bring up Common Objections First
- ▶ The Inner Workings of Objections
- ▶ Case Study

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### Lesson 8: Unvoiced Objections

- ▶ How to Dig up the "Real Reason"
- ▶ Bringing Their Objections to Light
- ▶ Case Study

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### Lesson 9: The Five Steps

- ▶ Expect Them
- ▶ Welcome Them
- ▶ Affirm Them
- ▶ Complete Answers
- ▶ Compensating

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### Lesson 10: Do's and Don'ts

- ▶ Do's
- ▶ Don'ts

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### Lesson 11: Sealing the Deal

- ▶ Understanding When It's Time to Close
- ▶ Powerful Closing Techniques
- ▶ The Power of Reassurance
- ▶ Things to Remember

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### Lesson 12: Wrapping Up

- ▶ Words from the Wise
- ▶ Lessons Learned

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## WEB LINKS

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- ▶ [View this course online](#)
- ▶ [In-house Training Instant Quote](#)
- ▶ [Public Classes - Enrol Now!](#)