

# Consultative Selling *skills*

**CONSULTATIVE SELLING IS AN ART. IT IS A PURE FORM OF SELLING WHICH ADDS VALUE AND CREATES TRUST BETWEEN PARTIES.**

Consultative Selling is considered an art. It is a pure form of selling which adds value and creates trust between parties. It focuses upon identifying your client's needs and objectives and then securing agreement.

Consultative Selling focuses upon the client rather than your product or service. It is a process which creates rapport, builds trust and focuses on creating sustainable relationships.

## **How would you rate your Consultative Selling skills?**

Ask yourself the following:

1. I understand my clients business and the market they operate in.
2. I take time to work with my clients on issues that are not directly related to my business or my service/product.
3. I listen attentively to my clients and offer solutions that relate to their needs and objectives.
4. I understand the importance of creating sustainable relationships.
5. I build trust and commitment by not pushing my service/product.
6. I understand my role is to provide value through my product/service.
7. I use verbal and non-verbal communication skills to create "buy-in".
8. I understand my role as an influencer.
9. I understand the importance of creating rapport.
10. I have the skills to uncover my client's needs through well established questioning and listening skills.
11. I can overcome objections and provide alternative solutions where needed.
12. I focus on following-up with my clients to ensure they are satisfied with the service I have provided.
13. I am committed to building a referral business that benefits both parties.
14. I understand the saying "sell value not price".

### **YOUR SCORE**

People who are good at consultative selling generally score "YES" to 12 of these questions.

If you scored less, you should think about learning how to improve your consultative selling skills.



# Selling Skills Participants Guide One Day Workshop S

**Mentor, Dominic**



## **Selling Skills Participants Guide One Day Workshop S:**

**The ASTD Handbook of Measuring and Evaluating Training** Patricia Pulliam Phillips,2010-06-16 A follow on to ASTD s best selling ASTD Handbook for Workplace Learning Professionals the ASTD Handbook of Measuring and Evaluating Training includes more than 20 chapters written by preeminent practitioners in the learning evaluation field This practical how to handbook covers best practices of learning evaluation and includes information about using technology and evaluating e learning Broad subject areas are evaluation planning data collection data analysis and measurement and evaluation at work *Training and Development Organizations Directory* ,1988 *How to Run Seminars & Workshops* Robert L. Jolles,2011-03-25 The Trainer s Guide to Training Most new trainers and presenters know all they need to know about their chosen subject Unfortunately few of them actually know how to present what they know For more than a decade Robert Jolles s *How to Run Seminars and Workshops* has taught tens of thousands of people how to sell teach stand up and deliver an effective training session on almost any subject in almost any setting This new Third Edition updates this classic guide for anyone who has to get up and move an audience Just as he did in the book s previous editions Jolles former head of Xerox s world renowned train the trainer program shares proven effective techniques for winning over an audience holding their interest conveying important information and moving that audience to take action For seasoned pros this is an invaluable tool for becoming a world class seminar and workshop leader For novices it s a step by step self teaching guide that provides the confidence and the techniques speakers need to survive and thrive in front of an audience Packed with straightforward trustworthy advice this reliable resource covers all the bases for today s professional trainers and speakers including research and preparation questioning techniques pacing visual aids evaluation and support feedback and more Creating your own seminar business Recognizing different personalities and types of behavior Training groups with diverse needs On site preparations Maintaining the audience s interest The latest technology and visual aids Giving feedback and coaching Presenting your best self to the audience Developing a training staff And most important how to sell your message Trusted by thousands of professional trainers for the latest tactics and practices in seminar and workshop leadership *How to Run Seminars and Workshops Third Edition* is the ultimate guide for anyone who makes a living sharing what they know with others *Resources in Education* ,1999 **Daily Graphic** Ransford Tetteh,2010-09-27 *Return on Investment (ROI) Basics* Patricia Pulliam Phillips,2023-06-20 *Return on Investment ROI Basics* provides a baseline exploration of ROI for both novice and experienced WLP practitioners Additionally it includes a review of two essential often overlooked steps in the ROI process communicating results and integrating ROI into an organizations learning programs [ECIE 2018 13th European Conference on Innovation and Entrepreneurship](#) Professor Carlos Costa,Dr. Manuel Au-Yong-Oliveira,Dr. Marlene Paula Castro Amorim,2018-09-20 **National Guide to Educational Credit for Training Programs 2004-2005** Jo Ann Robinson,Troy Polite,Nancy Musick,2004 For more than 25 years this guide has been the trusted source of information on

thousands of educational courses offered by business labor unions schools training suppliers professional and voluntary associations and government agencies These courses provide academic credit to students for learning acquired at such organizations as AT T Citigroup Delta Air Lines General Motors University NETg and Walt Disney World Resort Each entry in the comprehensive INational Guide R provides L L DBL Course title L DBL Location of all sites where the course is offered L DBL Length in hours days or weeks L DBL Period during which the credit recommendation applies L DBL Purpose for which the credit was designed L DBL Learning outcomes L DBL Teaching methods materials and major subject areas covered L DBL College credit recommendations offered in four categories by level of degrees and expressed in semester hours and subject areas s in which credit is applicable L L The introductory section includes ACE Transcript Service information For more than 25 years this guide has been the trusted source of information on thousands of educational courses offered by business labor unions schools training suppliers professional and voluntary associations and government agencies These courses provide academic credit to students for learning acquired at such organizations as AT T Citigroup Delta Air Lines General Motors University NETg and Walt Disney World Resort Each entry in the comprehensive INational Guide R provides L L DBL Course title L DBL Location of all sites where the course is offered L DBL Length in hours days or weeks L DBL Period during which the credit recommendation applies L DBL Purpose for which the credit was designed L DBL Learning outcomes L DBL Teaching methods materials and major subject areas covered L DBL College credit recommendations offered in four categories by level of degrees and expressed in semester hours and subject areas s in which credit is applicable L L The introductory section includes ACE Transcript Service information Catalog of Activities Transportation Safety Institute (U.S.),1995

**Key Performance Indicators** David Parmenter,2019-10-29 The new edition of the bestselling guide on creating and using key performance indicators offers significant new and revised content Key Performance Indicators KPIs help define and measure the organizational goals which are fundamental to an organization s current and future success Having solid KPIs is crucial for companies that are implementing performance management systems such as balanced scorecards six sigma or activity based management In many organizations KPIs are often too numerous randomly assembled and overly complex essentially rendering them ineffectual or at worse counterproductive Key Performance Indicators provides a model for simplifying the complex areas of KPIs while helping organizations avoid common mistakes and hazards Now in its fourth edition this bestselling guide has been extensively revised and updated to incorporate practical lessons drawn from major implementations Fresh content includes a more concise KPI methodology with clear implementation guidance original insights on how other areas of performance management can be corrected and new in depth case studies A revised starter kit is included to identify critical success factors and the KPI resource kit contains updated worksheets workshop programs and questionnaires Helping readers to better define and measure progress toward goals this important guide Dispels the myths of performance measurement and explains a simple yet powerful KPI

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*Training Games* Susan El-Shamy, 2023-07-03 Games constitute a wonderful tool for engaging learners and reinforcing learning This is a practical and entertaining introduction to using games and structured learning activities in training It is the first book to combine gaming rationale hands on advice and sample games Susan El Shamy begins with an overview of the benefits of using games touches on the learning psychology foundations of game playing describes the most common types of games and provides guidelines for choosing games appropriate for given objectives She offers seasoned advice on how to set up and conduct games and on how to assess their effectiveness She concludes with suggestions on how to adapt existing games and activities to new purposes and beyond that on how the reader can create and design his or her own games The book includes a resource list of commercially available games and related Web sites Susan El Shamy admirably succeeds in demonstrating how games promote serious learning in adult training If you are new to games this book will allay your concerns about using them If you are a veteran user of games here are new ideas including an introduction to e games All readers will appreciate the Ultimate Training Games Assessment form for evaluating games and as a guide to creating their own

*Resources in Vocational Education*, 1980

**How to Run Seminars and Workshops** Robert L. Jolles, 2017-03-16 Make your message stick with expert help from this classic trainer's resource How to Run Seminars and Workshops is the classic guide for trainers and presenters in any industry Packed with clear advice and real world practicality this book covers all aspects including planning setup delivery coaching and more including valuable guidance on selling your services This new Fourth Edition has been updated and expanded with new information on training simulations self marketing and online delivery New templates and worksheets help you sell your presentation more effectively and insider tips leave you equipped to handle any situation that might arise Novice presenters will find extensive guidance for every phase of the process and even veteran presenters will learn how to fine tune and adjust their methods to suit their audience and mode of delivery Most trainers and presenters know all they need to know about their chosen topic but very few know how to present it effectively For more than a decade this book has been training the trainers from behind the scenes preparations to in the pit performance and working with trainees hands on straightforward guidance shows you how to Capture and hold the audience's interest with expert pacing and visual aids Take advantage of new technologies that make training more accessible Prepare each session thoroughly to avoid mistakes malfunctions and

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using derivatives      **Handbook of Research on Mobile Learning in Contemporary Classrooms** Mentor, Dominic, 2016-06-27 It is the responsibility of educators to utilize contemporary avenues in order to reach their students in ways familiar to them When teaching digital natives new techniques are necessary for making new information relevant to their experience One way to do this is through the use of mobile devices in curricula This integration can make education accessible anywhere and to anyone personalized to each student s schedule and needs The Handbook of Research on Mobile Learning in Contemporary Classrooms expounds the current research on m learning and strategies to leverage mobile devices in educational contexts It also addresses the importance of communication community and mobility in modern classrooms while offering a comprehensive overview of the theory and pedagogy associated with this new technology Nonprofit organizers K 12 educators administrators policy makers students of education and developers will find this book to be an important research companion      Blended Learning: Concepts, Methodologies, Tools, and Applications Management Association, Information Resources, 2016-08-18 Traditional classroom learning environments are quickly becoming a thing of the past as research continues to support the integration of learning outside of a structured school environment Blended learning in particular offers the best of both worlds combining classroom learning with mobile and web based learning environments Blended Learning Concepts Methodologies Tools and Applications explores emerging trends case studies and digital tools for hybrid learning in modern educational settings Focusing on the latest technological innovations as well as effective pedagogical practice this critical multi volume set is a comprehensive resource for instructional designers educators administrators and graduate level students in the field of education

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