

## Sales Management MasterClass

*Munich (Germany) - Aloft Munich*

*29 April - 3 May 2024*

UK Training

# PARTNER



## Sales Management MasterClass

code: CC28 From: 29 April - 3 May 2024 Venue: Munich (Germany) - Aloft Munich Fees: 4700 Pound

### Introduction

This course provides participants with core knowledge about sales as a function and as a process; this means that participants will get solid exposure to sales and its contribution to company growth. They will also gain an in-depth understanding of sales and self-management, the art of prospecting, opportunity planning, and resource allocation. In addition, participants will acquire several skills related to negotiating deals, overcoming obstacles, resolving customer issues, and closing sales. Also, we cover all the most important elements of service any person involved in direct interactions with customers should know and apply. From the necessary behavioral and communication skills to the right attitude, and including specific methods to analyze and improve the service provided, we cover it all in a straightforward and effective manner that will help participants ensure customer satisfaction and delight in the most challenging situations.

### Course Objectives of Sales Management MasterClass

- Identify and adopt the right professional selling behaviors and skills needed to maximize sales performance
- Develop critical self-driven practices to optimize personal and business effectiveness and efficiency
- Master and implement the sales process to successfully handle objections and close more deals
- Manage customer expectations and exceed them to gain customer loyalty and generate repeat business
- Master the art of verbal and non-verbal communication to create an atmosphere of respect and trust in the seller-buyer interface

### Sales Management MasterClass Course Outlines

#### Day 1

##### The changing business environment

- The evolution of personal selling
- The new sales competencies
- Behaviors, characteristics, and skills of a successful salesperson
- Personal selling profile self-assessment instrument

#### Day 2

##### Preparation and self-organization

- Targets from a sales perspective
- Personal management

A graphic of a chessboard with several chess pieces. A large gold king piece is prominent in the foreground, with a silver pawn and another gold piece nearby. The text 'UK Training PARTNER' is overlaid on the right side of the board.

UK Training  
**PARTNER**

- Time management for salespeople
- Understanding the psychology of selling

### Day 3

#### Mastering the sales process: from initiation to post-sales

- The vital importance of prospecting
- Setting your ideal customer profile
- Understanding the sales funnel
  - Pre-approach:
    - How to conduct effective competitive analysis
      - Neutralize or offsetting perceived competitor's advantages
      - Working your company's strengths against competitors' weaknesses
      - Presenting your Unique Selling Proposition USP
      - Finding and sharing the Customer Value Proposition CVP
  - Approach:
    - Creating a positive first impression
    - The art of breaking the ice
    - Researching and simulating sales solutions

### Day 4

#### Mastering the sales process: from initiation to post-sales

- Understanding the sales funnel
  - Presentation:
    - The presentation mix
    - The fundamentals of powerful sales presentations
  - Handling objections:
    - Reasons for customer objections
    - Dealing with sales objections
  - Closing:
    - Reading the buying signals
    - Types of closing techniques
  - Follow up and retention:
    - Handling customer complaints
    - Essentials of relationship management

### Day 5

#### Professional Behavior with Customers

- The power of behavior
- Principles of effective behavior
- How to behave professionally with the customer
- Verbal and non-verbal components of communication styles

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a pawn) on it. The text 'UK Training PARTNER' is overlaid on the board.

UK Training  
**PARTNER**



## Blackbird Training Cities

### Europe & USA



Zurich (Switzerland )



Stockholm (Sweden)



Lyon (France)



Copenhagen (Denmark)



Bordeaux (France)



Annecy (France)



Oslo (Norway)



Edinburgh (UK)



Glasgow (Scotland )



Malaga (Spain)



London (UK)



Istanbul (Turkey)



Amsterdam (Netherlands)  
(Switzerland)



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Manchester (UK)



Milan (Italy)

### USA & CANADA



Los Angeles (USA)



Florida (USA)



Online



Boston (USA)



Washington (USA)



Miami (USA)



New York (USA)



Toronto (Canada)



## Blackbird Training Cities

### Asia



Baku (Azerbaijan)



Maldives (Maldives)



Manila (Philippines)



Bali (Indonesia )



Bangkok (Tailand)



Beijing (China)



Jakarta (Indonesia)  
(Malaysia)



Moscow (Russia )



Singapore (Singapore )



Sydney (Australia)



Tokyo (Japan)



Kuala Lumpur

### Afrika



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Marocco)



Nairobi (Kenya)



Dubai (UAE)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)

UK Traininig  
**PARTNER**

## Blackbird Training Clients

 <b>MANNAI CORPORATION</b> MANNAI Trading Company WLL, Qatar	 <b>GAC</b> UNE FILIALE D'EGA Alumina Corporation Guinea	 <b>Booking.com</b> Booking.com Netherlands	 <b>OXFAM</b> Oxfam GB International Organization, Yemen	 <b>Capital Markets Authority</b> Kuwait
 <b>Waltersmith</b> Waltersmith Petroman Oil Limited Nigeria	 <b>QNB</b> Qatar National Bank (QNB), Qatar	 <b>Qatar Foundation</b> Qatar	 <b>AFRICAN UNION ADVISORY BOARD ON CORRUPTION</b> Tanzania	 <b>KFAS</b> KFS Kuwait
 <b>Reserve Bank of Malawi</b> Malawi	 <b>Central Bank of Nigeria</b> Nigeria	 <b>Ministry of Interior Kingdom of Saudi Arabia</b> KSA	 <b>Mabruk Oil Company</b> Libya	 <b>Saudi Electricity Company</b> KSA
 <b>BPKH</b> Badan Pengelola Keuangan Haji BADAN PENGELOLA KEUANGAN Haji, Indonesia	 <b>NATO Italy</b>	 <b>ENI</b> ENI CORPORATE UNIVERSITY, Italy	 <b>GULF BANK</b> Gulf Bank Kuwait	 <b>General Organization for Social Insurance</b> KSA
 <b>Defence Space Administration</b> Nigeria	 <b>National Industries Group (Holding)</b> Kuwait	 <b>Hamad Medical Corporation</b> Qatar	 <b>USAID</b> Pakistan	 <b>STC</b> STC Solutions, KSA
 <b>North Oil Company</b> North Oil company,	 <b>EKO Electricity</b> EKO Electricity	 <b>OMAN BROADBAND</b> Oman Broadband	 <b>UNITED NATIONS</b> UN.	 <b>Authority for Electricity Regulation, Oman</b> Authority for

UK Training  
**PARTNER**





## Blackbird Training Categories

### Management & Admin

Professional Skills  
Finance, Accounting, Budgeting  
Media & Public Relations  
Project Management  
Human Resources  
Audit & Quality Assurance  
Marketing, Sales, Customer Service  
Secretary & Admin  
Supply Chain & Logistics  
Management & Leadership  
Agile and Refinement

### Technical Courses

Hospital Management  
Public Sector  
Special Workshops  
Oil & Gas Engineering  
Telecom Engineering  
IT & IT Engineering  
Health & Safety  
Law and Contract Management  
Customs & Safety  
Aviation  
C-Suite Training



International House 185 Tower Bridge  
Road London SE1 2UF United Kingdom



+44 7401 1773 35  
+44 7480 775526



[training@blackbird-training.com](mailto:training@blackbird-training.com)



[www.blackbird-training.com](http://www.blackbird-training.com)

UK Training

**PARTNER**

Head Office: +44 7480 775 526 | 0 7401 177 335  
Email: [training@blackbird-training.com](mailto:training@blackbird-training.com)  
Website: [www.blackbird-training.com](http://www.blackbird-training.com)

