

Practical
Proven
People
Performance
Programs



Progress.

The **B·E·S·T** Telemarketing System

‘Motivating and empowering your people to perform at their BEST for your organisation’

From the same philosophy as the proven BEST Teleselling System, this program is designed to provide:

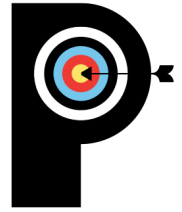
- A fast efficient successful outbound sales process
- Greater confidence for your sales people
- More positive responses from your customers
- Highly improved morale and team spirit

While the BEST Teleselling System has been highly successful for both inbound and outbound sales consultants, we recognise the need in many operations for a faster, less consultative, more direct sales approach. Retaining the ethical principles and natural style of the BEST philosophy, the BEST Telemarketing System will help your people to do a better job, more easily, with less stress and a higher commitment to results.

It's value-based selling, committed to positive outcomes for all concerned. Your consultants will enjoy it as much as your customers.

Our Proven Program includes:

- The four P's for Perfection – Purpose, Passion, Process and Personal BEST
- The purpose and value of outbound telemarketing
- Key Success Areas (knowledge, skills and attitudes) for outbound calls
- The BEST Selling System in action
- Learning vocal skills for awesome impact
- Using stats and records for fun and games



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- Developing your Resilience Factor
 - Lighting your own inner fire – the skills of self-motivation
 - Sample Scripting
 - Personal action plans, goals and targets

Why Progress Training Works

Progress Program Design and Methodology

At Progress Training Systems we undertake extensive briefings and orientation activities with clients to ensure we understand your corporate culture, terminology and procedures. We conduct diagnostic evaluations to enable us, in partnership with you, to tailor and customise the selected program to suit your organisation's style, services and other development activities.

We know that the only effective behavioural change occurs over time, with good on-the-job coaching and support. We work hard to create clarity of role and purpose, to define and impart skills through practical and memorable systems, and to ensure a lasting legacy that continues to achieve results long after we have left. Within client parameters, we build our programs on our own fundamental Progress Training Systems principles and philosophies.

Our programs are lively, interactive and enjoyable, providing valuable discovery - learning processes in a secure and friendly environment.

For further information on ways that Progress Training Systems can help your organisation Progress further, call today on +61 29527 2280 or email admin@progress.com.au