

Practical  
Proven  
People  
Performance  
Programs



Progress.

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# The **B·E·S·T** Teleselling System

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

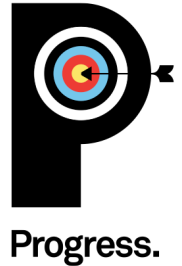
Based on the powerful and proven BEST Selling System, the BEST Teleselling System was devised especially for telesales consultants in conjunction with call centre experts, to enable them to sell effectively during both inbound and outbound calls.

The BEST Teleselling System embraces all elements of a sales/service culture. Our System is easy to learn and remember. Highly experienced salespeople find the program as stimulating as the novice, with a strong ‘reminder’ factor and fresh aspects of time proven concepts, as well as new insights on buying psychology and behaviour.

Highly experienced tele-salespeople find the program as stimulating as the novice, with its strong ‘reminder’ factor and fresh aspects of time-proven concepts, as well as gaining huge new insights on buying psychology and behaviour.

## **Our Proven Program includes:**

- The BEST Teleselling System - the process and the principles
- Understanding different behavioural styles
- Fast powerful and effective strategies for building trust and rapport
- Professional questioning and listening skills
- Identifying and confirming buying motives and ‘value drivers’
- Developing relevant customer benefits overcoming price concerns
- Handling customer concerns with ease
- Closing without pressure



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## 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.

In our own experience, a lot of time and money can be wasted on development programs that don't work. We want to achieve results, for our clients primarily - but also for our own satisfaction, reputation and referral business. 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](mailto:admin@progress.com.au)