

5-DAY TELESales TRAINING



TRAINING OBJECTIVES AND OUTCOMES

Training Day	Key Objectives	Skills Developed
DAY 1	Build confidence and sales mindset. Understand company products and value proposition. Learn telesales psychology basics.	Rapport building, company knowledge, buyer psychology, introduction techniques, team collaboration
DAY 2	Master script structure and tone. Learn consultative selling techniques. Develop active listening skills.	Script customization, voice modulation, questioning techniques, reflective listening, pitching with impact
DAY 3	Learn to manage common objections. Practice reframing techniques. Understand various closing strategies.	Objection handling framework, reframing skills, trial closes, assumptive closes, urgency-driven techniques
DAY 4	Master CRM and calling tools. Understand KPIs and performance metrics. Apply learning in real practice.	CRM proficiency, call dialer usage, performance tracking, time management, supervised call practice
DAY 5	Reinforce knowledge through assessment. Apply skills in live calls. Achieve certification readiness.	Complete sales cycle mastery, live call handling, performance evaluation, professional certification