

In today's world, flourishing in the field of sales has become a true challenge. Therefore, mastering these skills is deemed as taking a shortcut instead of going the long way.

AUDIENCE

Account Manager (AM)
Key Account Manager (KAM)
Newcomer to the world of sales

VALUE

Obtaining overall essential sales traits
Boosting your confidence
Taking your empathy to another level
Stress management techniques

OBJECTIVES

- Apply soft skills to real sales scenarios
- Learn to serve the client with pure empathy
- Have the ability to determine valuable relationships to maintain
- Ways to sustain your high performance under stress
- Mastering genuine confidence

CONTENT

Introduction to soft skills

- Impact of these traits on performance
- Basic yet comprehensive knowledge of important soft skills
- Tailored approaches to achieve them

Power of self-confidence

- Building connections with challenging clients/team members
- Acceptance of improving personal weaknesses
- Better presentation and negotiation skills

Have a growth mindset

- Strategically thinking through planning and analyzing key elements
- Professionally handling stress while performing under pressure

Fostering empathy

- Grasping 2-way kind of relationship concept
- Emphasizing serving the client's needs
- Learn how to put yourself in the client's shoe

METHODOLOGY

- Interactive Lectures
- Group Discussions
- Role-Playing Exercises
- Case Studies
- Hands-On Activities
- Feedback and Inquiry

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DAYS