

Synthesizing Solutions

Modular Learning

Program Description

Present powerful and compelling solutions to sales needs! This half-day module focuses on synthesizing client needs, priorities and product/corporate knowledge through active listening and is designed to position the crew member as a consultative resource to the client.

Interactive exercises will put flexible, real-time needs assessment skills to work, with peer and instructor critique.

You'll benefit by learning to:

- Use persuasive language
- Understand the dynamic and advantages of a consultative approach
- Understand if/then implications of suggestions
- Understand the use of problem/resolutions statements
- Share dialogs/approaches on successes with common audience profile
- Use third party information to confirm/affirm persuasive points of view

Maximum participants: 8

Program length: 1/2 day