



“SELLING COMPLETE SOLUTIONS” (2 HOURS)

Does your business experience any of these?

- Team members who are unaware of their ‘**duty of care**’ to customers?
- Customers who are simply ‘supplied’ with what they request rather than being informed of what might better meet their needs?
- Customers who may be sold the main item but not the complementary products that are needed for the application of the main item or for prevention of recurrence of the problem that they are trying to solve?
- Different products sold to customers by different team members for the same situation leading to confusion or loss of confidence by the customers?
- Team members with insufficient knowledge who may ‘bluff’ their way through rather than refer the customer to a qualified team member?
- Team members who refer customers to qualified team members but do so in an unprofessional manner?

Would you like a cost-effective solution to this?

“**Selling Complete Solutions**” educates team members in the process of selling complete solutions to customers where that will better meet their needs than single products. It educates them on fulfilling their professional duty of care and empowers them to competently, confidently and consistently follow this process when selling all product solutions.

Topics include:

- The importance of consistency in selling solutions
- Professional duty of care in selling solutions
- Selection of the solutions
- The qualifying process
- How to appropriately refer a sale
- Presenting the solution
- Adding value to the sale

The program includes a comprehensive participant workbook and extensive practice of all parts of the process by all participants.

An optional complementary service to this program is:

- **Sales Coaching** where an AUSTRALIAWIDE sales coach will work with team members individually to identify areas for improvement and to educate and empower them towards mastery in selling health solutions.