



First Impressions, Sales and Negotiation

This 2-day course gives a basic overview of ensuring that you make a good first impression, lead into successful negotiations and make the sale. It provides hints and tips, knowledge, tools and techniques as well as experience in a safe environment.

Course Goals

First impressions

- The 7 First Impressions Fundamentals
- Overcoming a bad First Impression
- The 4 Social Gifts
- The Brand Called YOU

Sales

- Sales as a process
 - Initiate
 - Plan
 - Execute
 - Control
 - Close
- Hints and Tips

Negotiation

- The 6 steps to success
- 4 Questions
- The 6 Principles

Methods

We use little theory and lots of practice, with active feedback, discussion and exercises.

Overview

Day 1

Introduction
First Impressions overview
Exercises
Feedback
Sales as a process
Exercises
Feedback

Day 2

Review of day 1
Negotiation overview
Exercises
Feedback