

Relationship Selling Skills -How To Sell Without Selling-

28 & 29 August 2018 | Phileo Damansara 1, Petaling Jaya

Early Bird:
RM1,100 per pax

Normal Fee:
RM1,200 per pax

Group Discount:
RM1,000 per pax

Co-organizer:



OBJECTIVES

- Understand about sales & marketing
- Equip themselves to be a professional sales person
- Find reliable leads/prospects & creating an effective database
- Understand & apply structured sales strategies & techniques
- Mastering phone selling strategies
- Apply the right way of follow up & close sales
- Developing a structured approach to face-to-face selling
- Increase communication skills, confidence & motivation
- Mastering relationship building methods to win sales & build continuous businesses

**HRDF
Claimable**

COURSE CONTENT

- 1 Fundamentals of Sales & Marketing**
 - Understanding of marketing
 - Understanding of sales
 - Understanding of different type of selling
 - Why sales fail?
 - What contributes to sales success?
- 2 Effective Sales Personal**
 - 7 tips to become professional sales person
 - 10 sales rules
 - Understanding own & others personalities
- 3 Enhancing Sales & Marketing Strategies**
 - Practical marketing strategies
 - Powerful sales strategies
- 4 Building Effective Leads**
 - Developing leads using traditional method
 - Turning social media leads to database
 - Creating a valid database & sales tracking system
- 5 Full Cycle of Tactful Phone Selling Strategies**
 - Diplomatic script writing skills
 - Script application
 - Handling objections effectively
 - Applying convincing follow up technique
 - Powerful closing technique
- 6 Tactful Face-to-Face Selling**
 - 5 steps for successful face-to-face meeting
 - Do & Don't during presentation
- 7 Relationship Building**
 - Effective communication tools
 - Excellent customer service
 - After sales service
- 8 Application & Role Play**

For further information, please contact Ms. Ain at 018-363 4841 or ain@kpkmillennium.com.my

TRAINERS PROFILE



KAVITHA LETCHMANA

Academic

B.Sc. (Hons) Industrial Biotechnology, University Industry Selangor
Diploma of Management, Australian Education and Training Services

Professional Certification

Certified Professional Coach, Federation University Australia

Membership

Associate Member of International, Association of Coaching (IAC)

Sales Experience

11 years in training, logistic, insurance and BPO companies

Training Experience

7 years of In-House and corporate trainings

Kavitha has 11 years of sales and marketing experience, spanning within developing corporate sales strategy, sales management system, as well as corporate and social media marketing strategy. Kavitha has a habit of constantly hitting all the sales target assigned to her and voted as Top Sales Achiever in her previous companies. As a team lead/manager, she also constantly mentor and motivate her team member to achieve their true potential and meet their pre-determined KPI.

Kavitha is currently leading and managing her own company, KPK Millennium Consultancy (KPK). KPK provides various type of sales and marketing services for training companies in Malaysia. She is also passionate in sharing her sales knowledge and experience to others. Most of her expertise are in Relationship Selling Skills, Effective Sales and Marketing Strategy and Script Writing and Objection Handling.

To fulfill her passion in coaching, Kavitha took up coaching certification with Federation University Australia. As Certified Professional Coach, Kavitha continue to unlock the potentials of business owners, trainers, employees and individuals to achieve their desired goal.



MOHD RAZALI

Academic

Diploma in Public Admin, ITM
Certificate in Training Management

Working Experience

Consultant, Irshad HR Consulting Sdn Bhd
Training Consultant, Freelance
Trainer, Human Capital Development Sdn Bhd
Training Executive, Irshad HR Consulting Sdn Bhd
Executive Officer, PORLA
Editor, Menara Ilmu Sdn Bhd

Razali is the Head, Public Programmes Department of Irshad HR Consulting. As a Training Consultant, he has been involved in design, develop and deliver training programmes especially on Filing and Record Management, Office Management, Report Writing and Support Staff Development Programme.

A graduate from School of Admin & Law (ITM), he is also a Certified Trainer (PSMB), Certified Professional Coach (Univ of Ballarat, Aus) and Certified Training and Development Manager (MIHRM). He has 25 years working experience with than 15 years in Training and Development. He has conducted training for various companies and government agencies in Malaysia and Brunei.

REGISTRATION FORM

RELATIONSHIP SELLING SKILLS - HOW TO SELL WITHOUT SELLING

28 & 29 August 2018 | Phileo Damansara 1, Petaling Jaya

Participant(s) Details

Name : _____
Position : _____
Email : _____
Contact No. : _____

Name : _____
Position : _____
Email : _____
Contact No. : _____

Name : _____
Position : _____
Email : _____
Contact No. : _____

Name : _____
Position : _____
Email : _____
Contact No. : _____

Invoicing Details

Company : _____
Address : _____

Contact No. : _____
Name : _____
Position : _____
Email : _____

Authorization Details

Name : _____
Position : _____

Signature & Company Stamp :

COURSE FEE

Early Bird: RM1,100 per pax
(Registration by 31 July 2018)

Normal Fee: RM1,200 per pax

Group Discount: RM1,000 per pax
(Minimum of 3 pax from the same company)

PAYMENT DETAILS

Payable To: PM Learning Sdn Bhd

Bank Name: CIMB Bank Berhad

Official Invoice will be issued upon written confirmation.



TERMS & CONDITIONS

- Upon receipt of a completed registration form, it confirms that the organization is registering for the seat(s) of the participant(s) to attend the conference or training workshop.
- Payment has to be received 7 working days prior to the event date to confirm registration.
- Payment is non-refundable if cancellation occurs 7 working days prior to event commencement. However a substitute is welcome at no additional charge.

For further information, please contact:
Ms. Ain - 018-363 4841 / ain@kpkmillennium.com.my