Core Selling Skills Training

BİLGİNÇ IT Academy
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Duration: **2 Day**

In today's competitive sales environment, success is no longer just about presenting products or services. Modern sales professionals must understand customer needs, build trust, guide conversations effectively, and create long-term relationships.

Core Selling Skills training is a comprehensive sales development program designed for new sales professionals, customer-facing teams, and organizations looking to improve sales performance.

The program focuses on:

- Customer communication
- Trust building
- Sales conversation management
- Needs analysis
- Objection handling
- Customer loyalty

This training helps sales teams improve engagement, increase conversion rates, and create stronger customer relationships.

The 3D Core Selling Skills Approach

The 3D Core Selling Skills methodology provides a structured framework for managing customer conversations more effectively.

The primary goals include:

- Understanding customer behavior
- Guiding the buying journey
- Recommending the right solutions
- Improving customer experience

The system is based on more than two decades of sales research, customer analysis, and real-world field experience.

Core Selling Skills training helps organizations develop customer-focused sales professionals with strong communication and relationship-building abilities.

With the right sales foundation, companies can:

- Improve customer engagement
- Increase sales effectiveness
- Strengthen long-term loyalty
- Create sustainable business growth

As digital sales channels continue to grow, professional sales skills have become a major competitive advantage for modern businesses.

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Who Should Attend

This training program is ideal for:

- New sales professionals
- Customer service sales teams
- Account managers
- Business development representatives
- Customer-facing employees

It can also be used as part of onboarding or continuous sales development programs.

What You Will Learn

Organizations that implement this training often experience measurable improvements.

Key Advantages

- Higher sales performance
- Better conversion rates
- Increased deal sizes
- Shorter sales cycles
- Stronger customer relationships
- More referrals and repeat business

Sales teams also improve time management and opportunity prioritization.

Main Topics Included

- Customer buying behavior
- Sales psychology
- Trust-building strategies
- Questioning techniques
- Objection handling
- Closing sales
- Time and territory management
- Communication styles
- Virtual selling skills
- Social selling methods

Training Outline

1. Understanding Why Customers Buy

Successful selling begins with understanding customer motivations.

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This section covers:

- Buying psychology
- Decision-making behavior
- Customer value perception
- Sales engagement fundamentals

2. Building Trust With Customers

Trust is one of the most important elements in modern sales.

Participants learn how to:

- Build rapport
- Ask effective questions
- Improve active listening
- Create stronger customer connections

3. Managing Sales Conversations

The program teaches professionals how to lead productive and customer-focused sales discussions.

Topics include:

- Opening sales conversations
- Needs discovery
- Objection handling
- Solution presentation
- Closing techniques

4. Inbound and Outbound Sales Skills

The training covers both inbound and outbound selling strategies.

Participants improve their skills in:

- Phone conversations
- Email communication
- Video sales meetings
- Social selling techniques

5. Creating a Better Customer Experience

Great sales experiences reduce friction and increase buyer confidence.

This module focuses on:

- Simplifying the buying process
- Increasing customer satisfaction
- Anticipating customer concerns
- Delivering a positive sales journey