

# Sales Courses

Enhance your team's selling skills and drive workplace success.

## Closing the Sale

10 minutes

Being a skilled salesperson means confidently implementing a range of techniques during sales pitches. This module explores why, how, and when to close a sale, and explains various techniques to maximise success.

## Customer Service

11 minutes

Customer service provides organisations with a competitive edge. This course is designed to prompt you to consider the role you play in delivering customer service, along with providing practical tips.

## Rapport Building

17 minutes

Every successful salesperson must develop the ability to build rapport with customers. The techniques covered in this course will help salespeople get started in rapport building.

## Building your Personal Brand

16 minutes

You'll explore the what, why, and how of personal branding, and understand how to build, maintain, and grow it. You'll be armed with the knowledge and tools to develop a compelling personal brand that sets you apart.

## Key Account Management

10 minutes

Discover essential skills and strategies to effectively manage and nurture your most valuable accounts. Learn to build trusted relationships, create proactive plans, mitigate risks, and communicate effectively.

## Personal Resilience

11 minutes

You'll learn practical strategies to overcome challenges and develop the resilience needed for sales success, from mastering the basics to building confidence and implementing resilience skills.