

Customer-Focused Selling Skills: Mastering Client Relationships

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Milan (Italy)

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Day 3: Needs Analysis and Solution Mapping

- Conducting thorough client needs assessments.
- Identifying pain points, challenges, and opportunities.
- Mapping solutions to address client-specific needs.
- Crafting value propositions that clearly demonstrate benefits.

Day 4: Presenting Solutions and Handling Objections

- Designing persuasive presentations tailored to client priorities.
- Articulating features, advantages, and benefits effectively.
- Anticipating objections and responding with confidence.
- Negotiation strategies for creating mutually beneficial outcomes.

Day 5: Closing Deals and Relationship Management

- Recognizing buying signals and understanding client readiness.
- Applying effective closing techniques to secure commitments.
- Developing structured follow-up strategies.
- Building and maintaining long-term client relationships for repeat business.

Individual Impact

- Increased confidence in communicating value and closing sales.
- Enhanced ability to identify and address client needs effectively.
- Strengthened skills in handling objections and negotiating outcomes.
- Practical tools and techniques to improve ongoing sales performance.

Organizational Impact

- Boost overall sales conversion rates through a customer-focused approach.
- Build stronger, trust-based client relationships that drive repeat business.
- Equip sales teams with structured methodologies to increase performance and consistency.
- Improve alignment between client needs and organizational solutions, enhancing customer satisfaction and loyalty.

Training Methodology

This program combines theory with hands-on application to ensure immediate results. Methods include:

- Real-world sales scenarios and role-playing exercises.
- Workshops on active listening, needs analysis, and solution mapping.
- Practical exercises in objection handling, negotiation, and closing.
- Tools, templates, and frameworks for applying techniques directly in the field.

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Beyond the Course

After completing this program, participants will be able to:

- Apply customer-focused selling strategies to increase sales success.
- Understand and anticipate client needs for more effective solutions.
- Confidently manage objections, negotiations, and closing situations.
- Build long-term relationships that enhance client loyalty and business growth.

This program provides a structured path for sales professionals to elevate their skills, drive results, and create meaningful value for both clients and their organizations.

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