

Skills Review	Identifying Needs					Proposing				Dealing with Buyer Resistance				Gaining Commitment				Follow up and follow through				Negotiation			
	Listening	Questioning	Encouraging	Summarising	Creating Opportunities	Focused & relevant	Enthusiastic Presentation	Shows Understanding of needs	Organisation and accuracy	Direct Handling of objections	Persuasion	Clarifying Details	Meeting Concerns	Closing	Flexibility	Minimising Risks	Meeting client's needs	Maintains Contact	Account Planning	Relationship Management	Developing the Account	Sets MIL	Uses Currencies	Drops in stages	Gains something in return
Cold Call 1																									
Cold Call 2																									
Cold Call 3																									
Telephone Call 1																									
Telephone Call 2																									
Telephone Call 3																									
Appointment 1																									
Appointment 2																									
Appointment 3																									