

Creating Opportunities by Phone

Welfare to Work Specific

We have a responsibility to not only identify opportunities for our customers but to also focus on building better relationships with employers, partners and other agencies.

Without training countless opportunities can be lost as a result of having no knowledge on how to structure calls correctly. A poorly planned approach normally means poor results.

This workshop is aimed at anyone within the Welfare to Work Industry who would like to refresh, or develop their skills over the telephone when trying to source a genuine vacancy, arrange a visit or simply would like to build good relationships with employers or partners. Learn how to avoid some of the most common mistakes made when making Employer Engagement calls. We address barriers put up by employers who have perceptions about our customer group, objections relating to 'we wouldn't use an organisation like yours', overcoming "we're not interested", "we have no vacancies" and many more.

We guarantee to leave delegates with a professional call structure that makes you feel natural when making calls.

OBJECTIVES

The training will enable delegates to:

- Have a 'winning' mindset to enable individuals to stay motivated whilst calling.
- Open a call by creating interest immediately
- Gather information from employers professionally.
- Have increased confidence in continuing a conversation with employers even if they say "we have no vacancies", "not interested", or "have another supplier"
- Get past receptionists and barriers comfortably
- Use "logical" questions to engage the employers / partners
- Overcome objections comfortably
- Close a call and gain commitment from a decision maker.
- Build long lasting relationships with employers.

Trainer Background

Audrey Bodman has been a telephone trainer for over 20 years. She currently runs her own training and coaching consultancy specialising in telephone and sales techniques. She has vast commercial training experience but also has over 19 years relevant training experience working within industries who work with individuals who have barriers to get back into employment. Her past and present projects include working with major Primes and Subcontractors within the Welfare to Work and Skills industry. Her familiarity with many contracts which include The Work Programme, New Deal, Pathways to Work and Work Choice helps her relate quickly to the issues many individuals face when trying to build relationships with employers.

Duration: One day

Investment: £195.00 + VAT