

Register 3 or more participants and enjoy 5% discount!

Why You Should Attend This Course:

Many sales professionals cite handling objections as their worst nightmare. However, when handled well, that difficult consumer can become your best consumer. Thus, handling objections is the key to closing the sale. So how does one turn objections into opportunities?

Learning Outcome:

At the end of this course, YOU will be able to achieve the following:

- Understand the benefits of objections handling and how it can help you inch one step closer towards closing the sale
- Learn how to avoid objections and communicate effectively during the handling-of-objections stage
- Acquire techniques and tactics to provide you (the salesperson) with the right words to use at the right time

Course Outline:

- Why do customers raise objections?
- Common types of objections
- How to avoid objections in the first place
- How to receive objections without frustration
- How to respond to objections without a defensive stance
- Focusing on the problem, not the person
- Technique to master the objections handling dialogue with: P.U.S.H
 - P: paraphrase the concern and stay on the customer's side
 - U: understand the reason behind the objection
 - S: solidify and summarise the opportunity
 - H: help address your customer's concern
- Tactics to handle common objections
- Communications skills
 - Listening and probing skills vital to make or break the situation
 - Body language that could unwittingly create the wrong perception
 - Choice of words: do's and don'ts
- How to handle price objection with the P.R.O.B.E technique
- Price vs. Value
- Life cycle management of cost
- How to say No when you really have to with S.N.E.L.P
- How to handle anger during the course of objections handling
- Summary: Key tools to turn objections into a positive sales door opener

Who Can Benefit?

All sales professionals keen to sharpen their objection-handling skills.

Trainer's Profile

Regina Chua, a global corporate veteran who has spent more than fifteen years holding various regional management positions in multinational corporations, specialises in marketing and business development of cutting-edge new technology solutions in Asia-Pacific for both industrial and consumer industries. Her past seven years in China and Asia focused on sales and marketing development and new business market penetration initiatives in companies like Scott Paper, Apple Computer and Compaq Asia Pacific.

Her hands-on approach in global IT companies such as Verisign Inc., Schlumberger International Industries Asia, Compaq, Kimberley Clarke and Ogilvy Direct has proven that her strategies work, thus validating her frameworks and processes, which have become the key to translate business plans into successful sales achievements.

Her strategic and operational approaches were highly effective in localising and adapting regional plans to maximise sales and marketing effectiveness across diverse cultures and business practices.

Regina brings a powerful blend of corporate veteran, consultant and trainer experience to the workshop. She has provided in-house and public sales training for more than 1,200 executives and managers in just 18 months for MNCs and SMEs. Understanding the challenge of the Asian B2B consumer, the outcome of the workshop is evident by her impressive customer credentials and testimonials of the improved sales performance.

Regina holds a Bachelor of Business Administration from the National University of Singapore in 1988. She earned her MBA in Strategic Marketing from the University of Hull, United Kingdom in 2000 and a Diploma in Action-based Training from the Atlantic International University, USA in 2003. She also attended the highly acclaimed profession executive development program, Developing Strategic B2B Opportunities at the prestigious Thunderbird University in Phoenix, Arizona, USA. She is also a certified behavioral consultant with DISC personality profiling.

Today, Regina provides business consultancy for those who need practical, down-to-earth solutions strategic business plan, go-to-market strategy and deployment, marketing strategy and planning and sales force management. Consulting clients today included global leaders and leading SMEs in Singapore and the region.

She is also a pioneer in developing B2B training workshops such as B2B Marketing Strategy, B2B Key Account planning and management, B2B Lead Generation Development in Asia for companies in Asia. Most participants come from the Fortune 500 and Singapore 1000 companies such as Philips, British Council, Dupont, Boston Scientific, NEC, Osram and Elsevier.

Date: 8 & 9 Sep 2008

13 & 14 Oct 2008

Time: 9.00am – 5.00pm

Venue: 99B Amoy Street

Course Fee:

- S\$780.00
- Excludes GST
- Lunch and refreshments will be provided
- MIS Members enjoy 10% discount

FOR LEARNING AND DEVELOPMENT CONSULTANCY AND PROGRAMME SERVICE ENQUIRIES:

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Email: seminars@mis.org.sg

Tel: 6327 7580/81/82/86

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REGISTRATION FORM



EXECUTIVE DEVELOPMENT PROGRAMMES
Register online at www.mis.org.sg or fax form to 6327 9741

Register for **3 participants**
or more and enjoy
5% discount!

Mastering Objections for a Positive Outcome

8 & 9 September 2008 13 & 14 October 2008 9.00am to 5.00pm each day
S\$780 (subject to prevailing GST charges) Includes lunch and refreshments

| Participant(s) Name | Designation | E-mail | Contact No. | Fee |
|--|--------------|-------------------------------------|-------------|-----|
| 1) | | | | |
| 2) | | | | |
| 3) | | | | |
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| Sub-Total | | | | |
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| Total Amount Payable (including GST) | | | | |
| Company: | | | | |
| <input type="checkbox"/> Member (MIS Membership No): | | <input type="checkbox"/> Non-Member | | |
| Address: | | | | |
| Contact Person: | Designation: | | | |
| Tel: | Fax: | | | |
| E-mail: | | | | |

Administrative Details

Registration & Payment

A place will be reserved for you upon receipt of your registration. A confirmation will be sent to you via email 2 weeks before course commencement. Please send your payment to us when you receive our invoice. All cheques should be crossed and made payable to "Marketing Institute of Singapore Training Centre" with the invoice no. indicated at the back of the cheque.

Marketing Institute Members' Discount

Corporate and Individual Members of the Marketing Institute will be entitled to a 10% discount on all Executive Development Programmes. For membership enquiries, please email: membership@mis.org.sg

Group Discount

Companies will be entitled to a 5% discount for sending a group of 3 or more participants to the same course on the same date.

Course Venue

All public learning courses will be held at 99B Amoy Street, Singapore 069919 unless otherwise stated.

Withdrawals

There will be no cancellation fee if notice of withdrawal is given 14 days before commencement of course, after which a cancellation fee of 25% of the course fee will be levied. The full fee will be charged for withdrawal or no-show on the course commencement date. Replacements from the same company are allowed.

Cancellation

Marketing Institute of Singapore Training Centre reserves the right to change or cancel the training course due to unforeseen circumstances.

Custom-Design Training Courses

Courses can also be custom-designed to match your department or organisation's specific training requirements. Please contact us for further enquiries. Email: seminars@mis.org.sg or call 6327 7582/83.

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