

Customer-Focused Selling Skills: Mastering Client Relationships

Marketing, Sales, Customer Service
Kuala Lumpur (Malaysia)
27 - 31 Oct 2025

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Customer-Focused Selling Skills: Mastering Client Relationships

Ref: 321524_128412 **Date:** 27 - 31 Oct 2025 **Location:** Kuala Lumpur (Malaysia) **Fees:** 4200 Euro

Course Description

This intensive 5-day course equips sales professionals with advanced customer-focused selling techniques. Participants will learn to understand client perspectives, identify needs, and articulate value propositions effectively. The course combines theoretical knowledge with practical exercises to enhance selling skills and boost sales performance.

Learning Objectives

- Develop a customer-centric approach to selling
- Master effective communication and active listening skills
- Learn to identify and address client needs and pain points
- Enhance ability to articulate product value and overcome objections
- Improve closing techniques and follow-up strategies

Course Modules

Day 1: Foundations of Customer-Focused Selling

- Understanding the customer-focused selling approach
- Developing a customer-centric mindset
- Analyzing buyer behaviors and motivations
- Building rapport and trust with clients

Day 2: Effective Communication in Sales

- Active listening techniques
- Asking powerful questions
- Reading non-verbal cues
- Adapting communication styles to different clients

Day 3: Needs Analysis and Solution Mapping

- Conducting effective needs assessments
- Identifying client pain points and challenges
- Mapping solutions to client needs
- Creating compelling value propositions

Day 4: Presenting Solutions and Handling Objections

A graphic of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) in gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

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- Crafting persuasive presentations
- Articulating features, advantages, and benefits
- Anticipating and addressing common objections
- Negotiation techniques for win-win outcomes

Day 5: Closing Deals and Relationship Management

- Recognizing buying signals
- Effective closing techniques
- Developing follow-up strategies
- Building long-term client relationships

Practical Wins for Participants

- Increased sales conversion rates through improved client understanding
- Enhanced ability to build and maintain strong client relationships
- Improved confidence in handling objections and closing deals
- Practical tools and techniques for ongoing sales performance improvement

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