

Elevate Your Sales Skills and Enhance Customer Satisfaction

Title	Duration (minutes)	Author	Description
<ul style="list-style-type: none"> Customer Orientation 	21	Skilla	Who takes first priority in your work? Your boss? Your company? Your office or your department? Or your client? This course will teach you to understand the needs of the customer, to meet customer needs and exceed their expectations
<ul style="list-style-type: none"> Empathy: the Key to Strengthening Customer Relationships 	20	ISEAZY SKILLS	In this course, you'll learn the techniques and tips to be able to show empathy and improve customer relationships.
<ul style="list-style-type: none"> Understanding Customer Needs 	22	Skilla	In this course, you will learn to understand what type of customer you have before you, and to listen and understand their needs.
<ul style="list-style-type: none"> Omnicustomer: a customer-specific sales techniques 	14	Skilla	This course will help you discover the different relationship styles of customers, and provide you with skills and techniques to interact with them, taking into account the new purchasing behaviours that are emerging through Omnichannelling and digital transformation.
<ul style="list-style-type: none"> Relating to Your Customers 	15	VinciWorks	Dissatisfied customers often leave silently and share negative experiences online, making excellent service essential. Through dramatized scenarios, this course highlights the effects of poor service and provides techniques for delivering outstanding customer experiences both in-person and over the phone.
<ul style="list-style-type: none"> Satisfying Challenging Customers 	50	Kallidus	Every customer is different! Explore how to help a sample of different challenging customer situations with a friendly, calm and professional approach including: an uncommunicative customer, a customer who is wrong, an indecisive customer, a rude customer, and a customer who isn't familiar with the ins and outs of your product or service.