

Elevate Your Sales Skills and Enhance Customer Satisfaction



Title	Duration (minutes)	Author	Description
<ul style="list-style-type: none"> Developing Sales Capabilities 	30	7 Dimensions	Developing Sales Capabilities teaches how to build successful sales teams. Sadhana Smiles explains hiring for attitude, using work tests, and setting new hires up for success with personal business plans and a sense of belonging.
<ul style="list-style-type: none"> Phone Skills: Telephone Sales 	12	Channel 1 Creative Media	In telephone sales, body language is replaced by tone, words, and imagination. Since clients only hear your voice, it's crucial to sound enthusiastic, friendly, and clear to engage effectively.
<ul style="list-style-type: none"> Engage with Clients Virtually 	15	7 Dimensions	Engage with Clients Virtually teaches simple strategies to improve online client interactions. Behavioral expert Peter Quarry shares seven tips to enhance communication, including quick responses, personalization, resource readiness, and building client loyalty.
<ul style="list-style-type: none"> Exceed Service Expectations 	15	7 Dimensions	Exceed Service Expectations teaches strategies for delivering exceptional customer service. Psychology expert Peter Quarry shares tips to exceed client expectations, leaving a lasting positive impression. This course inspires learners to provide standout service, boosting satisfaction and driving business success.
<ul style="list-style-type: none"> PLUS Service Champion 	15	7 Dimensions	PLUS Service Champion teaches the PLUS approach to exceptional service: Proactive, Listening, Understanding, and Special. Psychologist Eve Ash explains how to build strong customer relationships through positive, friendly, and efficient interactions. Adopting this method ensures outstanding service delivery.