

# High Impact Telesales Skills

13 & 14 July 2026  
9.00am - 5.00pm | GMT +8



Concorde Hotel KL  
Zoom Platform

## WHY YOU SHOULD ATTEND

Telesales professionals are a unique breed that must be thick skinned to deal with objections and rejections. They need amazing self-discipline, self-motivation and resilience to keep moving forward through the smoke screen of objections to find appointments & sales day in and day out.

This course guides them to be professional listeners and eloquent speakers. They will realize that they can only survive in this high-pressure environment if they begin to look at the world through their customers' perspective and act accordingly. They employ proven rapport building telephone techniques to gain trust and prosper. They will master at the ability to create pictures in the prospect's mind through what they say and how they say it. To top it all off, they will inquire razor sharp consultative selling skills to solve customer problems through offering the most beneficial solutions.

## AUDIENCES

This course is ideal for professionals involved in servicing customers including: -

- Telesales Representatives – Professionals responsible for outbound or inbound sales calls seeking to improve their selling techniques.
- Sales Executives & Consultants – Individuals who engage with prospects over the phone and want to enhance their persuasion and closing skills.
- Customer Service Agents with Sales Roles – Support staff who handle customer inquiries and have opportunities to upsell or cross-sell.
- Sales Team Leaders & Managers – Supervisors looking to coach and develop their telesales teams for higher performance.

Organised by:



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This is a **Hybrid event** where participants can choose to attend **In Person** at our training venue or join **Virtually** via Zoom Platform.