



TELEPHONE TIPS #1

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Phone Tips #1

If you get one or two tips out of this list it has been worth your while to read.

"The smart coaches know that their team needs daily motivation and practice to stay focused. If a player doesn't get help at training they won't succeed, an employee is the same and they will eventually quit because they are not successful and they lose more deals than they win."

- Talk slowly not at 100mph
- Always ask "Have I got you at a good time?"
- Call when you say you will
- Don't read off a script, have a script but customise it with your personality
- Leaving a message on voicemail talk slowly
- Leaving your number on voicemail, do it twice slowly.
- Don't leave a stiff voice mail message, make it so the customer wants to call you back
- Confirm your appointment with a prospect 1 or 2 days before
- Have a valuable reason for making the call be it the 1st or the 5th NEVER give up!
- Be persistent with your calls
- Have a plan
- If you don't know the answer don't answer the question
- Set times in your day to make your calls
- Research the client before the call if you are prospecting
- Speak in your normal voice tone
- When prospecting set up a "no" quota e.g. have it as a competition the first person to reach 25 "no's" wins, someone may have to make say 29 calls to get to 25 because they made 4 appointments!!
- Goal for online leads is to get them on the phone
- Use voice mail as an effective prospecting tool
- Voice mails to be ideally 30-40 seconds
- Be competent
- Confidence is created by consistency
- Always end the call on a positive

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