

Handling Objections

This course will help students identify and understand objections in order to provide them with proven methods and techniques essential to assist students in comfortably handling of objections that occur when working with buyers and sellers in order to move forward in the sales process.

2 Hours Continuing Education (T)

LL Learning Objective

- 1 Students will gain an understanding of what objections are
- 2 Identify when objections may occur
- 5 Develop a plan on how to handle objections
- 5 Demonstrate techniques in properly handling objections

Introduction	15 Minutes
Instructor / Students	
Course	
What Objections are	30 Minutes
When we should get objections	
Tips for handling objections	
Handling Objections	30 Minutes
How to obtain objections	
Student Exercise (Temp Check/Trial Close)	20 Minutes
Phrases	
Student Exercise (using phrases and techniques)	15 Minutes
What we've learned	10 Minutes
Check on learning (Group)	
Course Completion	5 Minutes
Evaluations	
Certificates	