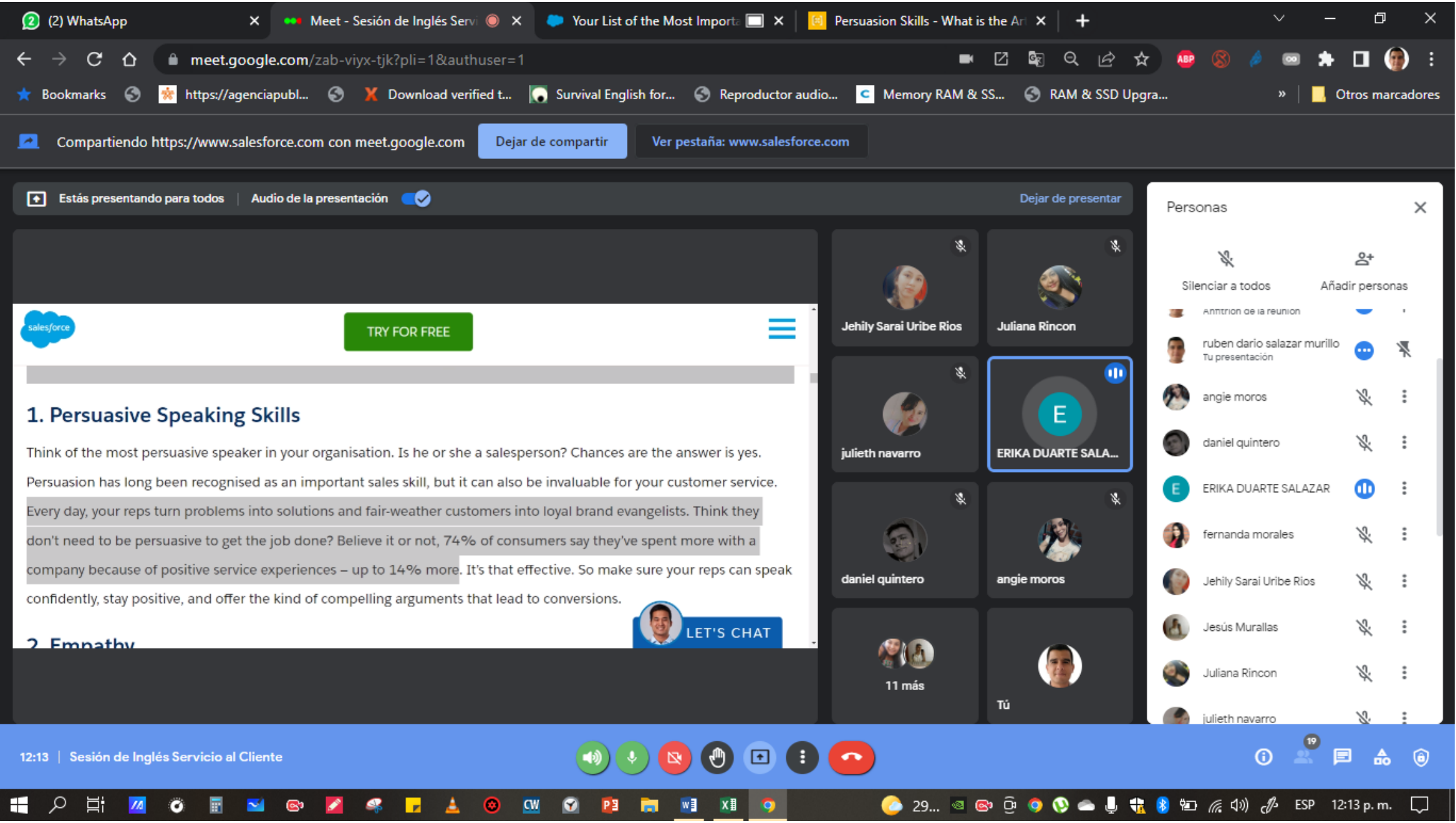

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Persuasion Skills - What is the Ar
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1. Persuasive Speaking Skills
Think of the most persuasive speaker in your organisation. Is he or she a salesperson? Chances are the answer is yes.
Persuasion has long been recognised as an important sales skill, but it can also be invaluable for your customer service.
Every day, your reps turn problems into solutions and fair-weather customers into loyal brand evangelists. Think they
don't need to be persuasive to get the job done? Believe it or not, 74% of consumers say they've spent more with a
company because of positive service experiences – up to 14% more. It's that effective. So make sure your reps can speak
confidently, stay positive, and offer the kind of compelling arguments that lead to conversions.
LET'S CHAT
2. Empathy
Jehily Sarai Uribe Rios
Juliana Rincon
julieth navarro
ERIKA DUARTE SALA...
daniel quintero
angie moros
11 más
Tú
Personas
Silenciar a todos
Añadir personas
ruben dario salazar murillo
Tu presentación
angie moros
daniel quintero
ERIKA DUARTE SALAZAR
fernanda morales
Jehily Sarai Uribe Rios
Jesús Murallas
Juliana Rincon
julieth navarro
12:13 | Sesión de Inglés Servicio al Cliente
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ESP
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