



# Successful Selling Skills

**Date: 19-20 September 2022**

**Time: 9:00am – 5:00pm**

**SBL Khas Scheme  
- HRDF Claimable -**

Date 19-20 September 2022 (Mon-Tue)  
Time 9:00am-5:00pm  
Duration 14 hours  
Location Remote On-Line Learning  
Platform Zoom  
Fees FMM Member : RM954.00/pax  
(Inclusive of 6% service tax)  
Non-member : RM1113.00/pax  
(Inclusive of 6% service tax)  
Contact Person Beatrice Olivia, Cecilia Pang,  
Farrez Teh  
Tel 082-332784  
Email beatrice@fmm.org.my

<b>Overview</b>	This course is designed to train the sales team the critical techniques and strategies necessary for massive sales success. They will also be trained to recognize and seize new opportunities that will put them ahead of intensifying competition. Through this course the sales team will learn to pitch effectively the benefits of the product/service, to gain practical knowledge, hone the ability to close and how mastering ALL the key techniques shared can lead to exponential growth
<b>Objective</b>	<ul style="list-style-type: none"> <li>Be able to assess a sales opportunity, create an appropriate sales cycle, develop a sales strategy and</li> <li>navigate the competition</li> <li>Be aware of professional sales body language, building rapport and engagement</li> <li>Acquire super probing power where asking better questions can get a sales person to YES</li> <li>Mesmerize with a Unique Selling Proposition, mega credibility and creating massive value</li> <li>Tackle and overcome common sales objections</li> </ul>
<b>Methodology</b>	<ul style="list-style-type: none"> <li>The slide presentation will be made by the facilitator supported by video streaming. Time will also be set aside for Q&amp;A Time will also be set aside for Q&amp;A Online</li> <li>Interactive learning using Zoom platform</li> </ul>
<b>Course Contents</b>	<ul style="list-style-type: none"> <li>Module 1 : How to Sell Effectively Especially During Challenging Times</li> <li>Module 2 : Investigate Your Prospects – Preparation, Planning, Prospecting, Qualifying, Positioning</li> <li>Module 3 : Meet – Build Rapport, Connect and Engage</li> <li>Module 4 : Probe – Know What The Prospect Really Needs or Want</li> <li>Module 5 : Apply – What You Do Not Know, Can Kill Your Chances of Success</li> <li>Module 6 : Tackle and Overcome All Common Sales Objections</li> <li>Module 7 : Deliver Presentations That Sell, Convince, Persuade and Influence</li> <li>Module 8 : Tie It Up – ABC Always be Closing1</li> <li>Module 9 : Sales Secret : Your Inner World Creates Your Outer World</li> </ul>
<b>Target Participants</b>	All junior level staff who are involved directly or indirectly in sales, marketing, customer service and customer / sales support. It is also aimed at new salespeople or those who have had little or no formal sales development training. This course will enable participants to develop a proactive, dynamic approach to enhance sales performance and achieve sales success

## FACILITATOR

With more than 16 years in practical learning and development experiences, Rachel Khor is a Certified Master Performance Coach (ICF Approved by International Coach Federation). She is also a Certified Professional Facilitator and a Certified DC Psychology International Trainer. She is currently a Corporate Trainer and Chief Learning Strategist as well as an experienced entrepreneur and businesswoman. Rachel Khor is also a Master Trainer in Emotional Intelligence & Emotional Drivers, Success Tools & Colored Brain, Creativity & Thinking Outside The Box, Problem Solving Skills, Master Your Mind, Communication, Negotiation, Peak Performance, Goal Setting, Positive Work Attitude, Leadership & Sales Warriors. She has also undertaken training, consultancy & facilitation projects with various companies, both private and public sectors. She is a sought after Learning and Development Strategist, People Developer, Trainer, Coach and Mentor. Her training and coaching incorporate effective evaluation methods, powerful techniques of varied disciplines and practical tools for all her learning solutions. Driven by a passion for delivering awesomeness, she ensures she execute cutting edge learning technologies, share highly relevant knowledge, provide critical and up to date information, deliver time tested methodologies and conduct interactive sessions - all are formulated to achieve results like never before. Her determination and speed in producing training solutions is one of the key reasons our clients and customers keep coming back to her over and over again. Her research, knowledge & experience made Rachel Khor in the front line within her profession. She loves people development - during her high impact training sessions she is dynamic, dedicated & results driven. She utilizes Accelerated Training Methodologies to inspire change and fast results. She trains with her personal brand of positivity, charisma, creativity & focus which greatly motivates her participants to achieve greater heights of achievement & accomplishment. Participants have described her sessions as inspiring, thought provoking, energetic, highly interactive and easy to understand. During her sessions, her ability to be neutral, non-judgmental, supporting the group and upholding its wisdom has allowed her to effectively extract participation in a magical way. She has presented papers in various national events, seminars including speaking at PSMB Forum & CEO Forum and was rated highly by both the audiences and the organizers. She received her training in USA, UK, Australia, Singapore and Malaysia. Prior to starting her own company she has worked with the Singapore Government and was the Conference Director of AIC, an international conference company listed on the London Stock Exchange, based in Australia. Based on the belief that every individual has a core genius and the ability to soar given the right opportunities; Rachel's training methodology breaks limiting beliefs, overcomes obstacles and cultivates trust across cultures. She is also able to provide psychometric profiling, competency profiling and identifying learning needs. Her methods follow S.M.A.R.T.I.E.S. principle - specific, measurable, achievable, rewarding, tracked/ timeliness, inspiring, excellence/ emotional, small steps; aligned to business needs while strengthening organization's capability and vision. She has trained under the world famous Millionaire Mindset trainer, T Harv Eker where she trained in Master Your Mind and Guerilla Business Intensive. She has also trained under America's leading management trainer, Blair Singer for Sales Dog Training, Powerful Sales Presentations and Train the Trainer. She has attended courses in Leadership and Change Management from world renown Leadership and Change Management guru, John Maxwell. She is a keen practitioner of Mind Mapping and Mind Power. She has attended the training of some of the best world class trainers, business gurus and leading coaches including Anthony Robbins, Robert Kiyosaki, Blair Singer, Harv Eker, John Maxwell, Jay Abraham, Joel Roberts (communication guru), Dr Joe Vitale, Jose Silva, Burt Goldman, among many others. Rachel is an extremely dynamic, knowledgeable and versatile trainer who has excellent communication skills and easily develop fantastic rapport with her participants. Due to this she always receives rave reviews and excellent ratings. She achieves this by ensuring her training is relevant, result oriented, solution based - made fresh with new ideas, strategies and techniques.

**REGISTRATION FORM**  
**Successful Selling Skills**  
**19 – 20 September 2022**  
**[Remote Online Learning]**

**The Manager**  
**FMM Institute**

Tel: 082-332784

Fax: 082-332785

Email: fmmsarawak@fmm.org.my

Dear Madam,

Please register the following participant(s) for the above programme:  
(To be completed in **BLOCK LETTERS**)

Please tick (✓) accordingly:

PSMB Scheme:  SBL Khas  Non Contributor

Fees:  FMM member RM954.00 / pax  
(Inclusive of 6% Service Tax)

Non Member RM1113.00 / pax  
(Inclusive of 6% Service Tax)

1. Name	Designation	E-mail
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Nationality	IC No.	
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2. Name	Designation	E-mail
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Nationality	IC No.	
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(if space is insufficient, please attach a separate list)

Enclosed cheque/bank draft No. \_\_\_\_\_ for RM \_\_\_\_\_

Being payment for \_\_\_\_\_ participant(s) made in favour of the "FMM Institute".

**Technical Information**

- After the program is confirmed, participants will be **receiving the email containing the joining link of the on-line learning programme.**
- Participant may join the presentation session **15 minutes before the starting time.**
- FMM Institute will **record the on-line learning** for future reference.
- **Please ensure each participant has access to a laptop or computer with working webcam and microphone or handphone with camera as well as a strong internet connection.**

Submitted by:

Name: \_\_\_\_\_

Designation: \_\_\_\_\_ E-mail: \_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

Company: \_\_\_\_\_ FMM Membership No.: \_\_\_\_\_

Address: \_\_\_\_\_

My Corporate Identity No.: \_\_\_\_\_ Date: \_\_\_\_\_

*Completed registration form with cheque made in favour of FMM Institute should be forwarded to FMM Institute before **September 12, 2022**. Those who register but do not turn up for the programme will be billed accordingly. There will be no refund for cancellation within 2 days prior to the programme, 50% refund for cancellation between 3 - 6 days and full refund for cancellation 7 days prior to the programme. However, replacement will be accepted at no additional cost. FMM Institute reserves the right to cancel or reschedule the programme and all efforts will be taken to inform participants of any changes.*