



"Book Every Call" Training For Your Call Handling Team



Join Brigham Dickinson, Power Selling Pros, for this fast paced one day session and get all the tools you need to book every call while offering customers a WOW experience over the phone! In this dynamic course, you will learn a proven call handling process as well as how to promote and sell service agreements on both inbound and outbound calls....a technique that could increase dealer service agreement sales OVERNIGHT. Course Participants receive a 35 page Participant Guide.

Topics Covered:

- **Competency & Muscle Memory** - Develop the aptitude you need to follow a proven call-handling process that results in booking calls and wowing customers EVERY time.
- **Confidence** – New trainees and experienced call handlers alike will acquire confidence and the ability to control the outcome of each call.
- **Customer Sensitivity** – Learn how to listen more effectively and become sensitive to the needs of every customer.
- **Service Agreements** – Gain insight into how to promote and close service agreements over the phone.

Who Should Attend: Customer Service Reps and Senior Level Management within Residential sales and service companies.

Limited seats are available. Please register early to avoid disappointment.

Presented by: Brigham Dickinson, Power Selling Pros

An innovative trainer and entrepreneur whose expertise and passion are fixed on improving your customer's experience through sales mastery, Brigham's customer service and relationship sales training company serves clients all over the world. Known for training and coaching that is funny, insightful and "real world", Brigham provides your call handling team with information they can take back to the workplace and begin to use immediately to book more calls and sell more service agreements.

REGISTRATION FORM

Complete this form and fax to (905) 602-1197 or mail to: **HRAI** at 2800 Skymark Avenue, Building 1, Suite 201, Mississauga, Ontario L4W 5A6

Location: **Mississauga, Ontario**

Date: **Thursday April 23, 2015 (8:30 am-4:30 pm)** (Lunch is not provided)

Name: _____

Company: _____

Address: _____

City: _____ Prov.: _____ Postal Code: _____ E-mail address: _____

Phone: _____ Fax: _____ Toll Free Number: _____

Course Fees:	HRAI Member	Non-Member
	<input type="checkbox"/> \$415.00	<input type="checkbox"/> \$535.00

Total Fees: \$ _____ \$ _____

(GST No. R108 084 138) Add HST: \$ _____ \$ _____

TOTAL: \$ _____ \$ _____

Method of Payment: VISA MasterCard Cheque [Payable to "HRAI"]

Credit Card Number _____ Expiry Date _____

Name on Credit Card: _____ Signature: _____

A confirmation will be issued one week prior to the workshop. For more information contact Dorothy Allen at 1-800-267-2231, ext. 231 or e-mail: dallen@hrai.ca