



Selling Service Level Agreements

A 1 hour interactive workshop designed for delivery in house or via tele-training.

Who should attend: Consultants and Account Managers who wish to learn the techniques involved in selling service level agreements in order to formalise relationships and bypass the tender process.

Outcome expected: Participants will gain confidence and will have the skills required to sell service level agreements.

Workshop Content:

1. Introduction

- What is a service level agreement?
- What are the benefits?
- In what instances are they appropriate

2. Concepts

- Overcoming negativity
- Formalising the relationship

3. Structure

- Introducing the concept
- Overcoming objections

4. How to close

- Asking for the signature
- When, why and how

5. Role Plays to build confidence

How to contact us:

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