

MAKE YOUR FIRST IMPRESSION COUNT!

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SUCCESSFUL sales reps have built their business by forming relationships. How does one build a relationship with their customer?

This workshop will explore the do's and don'ts of making that first impression! "You will never get a second chance to make a First Impression".

Attendees will discover:

1. Creating an image that lasts
2. How to talk and how to listen
3. Business etiquette and social skills
4. Phone call protocol

Your first handshake with your customer ...do you start to build a bridge or a barrier? This workshop will provide sales reps with strategic tools required to make that first impression a lasting one.