



## Chart Sales Training Programs by Lorna Riley, CSP

1. Off-the-Chart Sales Results™ (based on inventory assessment results)
2. Consultative Selling
3. Relationship Selling
4. Basic Sales Skills
5. Advanced Sales Skills
6. Major Account Selling
7. Strategic Account Selling
8. Value-Added Selling
9. Prospecting/Lead Generation
10. Effective Introductory Calls (Cold Calling)
11. Closing and Resolving Objections Skills
12. Telemarketing – Outside/Inside Sales
13. Extraordinary Customer Relationships
14. Effective Listening Skills
15. Effective Negotiation Skills
16. Selling Effectively to Different People
17. Creative Out-of-the-Box Selling Skills
18. Psychology of Sales Motivation
19. Telephone Power Skills
20. Off-the-Chart Sales Service Results
21. Managing Sales Accountability
22. 20 Mistakes Sales Pros Make
23. Sales Assertiveness Skills
24. 76 Ways to Build A Straight Referral Business, ASAP (book available)
25. Time and Territory Management: Selling More in Less Time
26. Third Party Selling
27. Sales Presentation Skills
28. Quest for Your Best: Four Stages to Sales Excellence (book available)
29. Sales and Customer Service Excellence
30. The Art of Asking Questions

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