Dealing with a customer's emotions after securing a sale

Duration 5mn

Reference **POD033_EN**

Available languages French

Target audiences

- All employees in touch with customers.

Prerequisites

- No prerequisites.

Objectives

- Identify and understand your customers' emotions.

Program

- How emotions come into play during sales processes and how to channel them in the right direction.

Key advantages

- A filmed testimonial by an expert.

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